

Cloud Provider Service Level Agreement (SLA) Review Template

1. Document Information

Cloud Provider Name:

SLA Version:

Date of Review:

Reviewer(s):

2. Service Overview

Service/Product(s) Covered:

Service Description:

3. SLA Elements & Metrics

Metric	Definition	Target	Measurement/Monitoring
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4. Uptime/Availability Commitment

Availability %:

Calculation Methodology:

Exclusions:

5. Support & Response

Support Channels:

Response Times:

Escalation Path:

6. Maintenance & Notifications

Scheduled Maintenance Notifications:

Emergency Maintenance:

7. Remedies & Penalties

Service Credits/Penalties:

Claim Process:

8. Security & Compliance

Security Certifications:

Compliance Requirements:

9. Termination & Exit

Termination Clauses:

Data Return/Deletion:

10. Reviewer Notes & Recommendations