IT System Uptime and Availability SLA Sample

1. Purpose

This Service Level Agreement (SLA) defines the service levels related to system uptime and availability for the designated IT System between the Service Provider and the Customer.

2. Scope of Services

- Provision and maintenance of the core IT System

- Monitoring and reporting of uptime and availability

- Issue tracking and incident response for outages

3. Service Uptime Commitment

Service	Availability Target	Measurement Period
IT System Production Environment	99.9%	Calendar Month

4. Exclusions

The following are excluded from the uptime calculation:

- Scheduled maintenance with at least 48 hours notice

- Force majeure events (natural disasters, etc.)

- Outages caused by third-party providers outside of reasonable control

5. Reporting and Review

- Uptime and availability metrics will be reported monthly

- Quarterly service reviews upon customer request

6. Remedies

If availability targets are not met, the following remedy may apply:

- Service credits proportional to the downtime experienced

7. Contact and Escalation

- Primary Contact: [insert contact information]

- Escalation Path: [insert escalation details]

8. Agreement

This SLA is effective on the date signed and may be reviewed and updated by mutual agreement.