

# Service Level Agreement (SLA) Sample

**Effective Date:** [Insert Date]

**Between:** [Service Provider Name], ("Service Provider")

**And:** [Client Name], ("Client")

## 1. Purpose

This Service Level Agreement ("SLA") outlines the terms and conditions by which the Service Provider will provide professional services to the Client.

## 2. Services Covered

- [Service 1 Description]
- [Service 2 Description]
- [Service 3 Description]

## 3. Service Hours

Services will be provided during the following hours:

- Monday to Friday: 9:00 AM – 6:00 PM [Time Zone]
- Excluding public holidays

## 4. Response and Resolution Times

Priority	Response Time	Resolution Time
Critical	2 hours	8 hours
High	4 hours	1 business day
Normal	8 hours	3 business days
Low	1 business day	5 business days

## 5. Responsibilities

### Service Provider

- Provide services as stated in this SLA.
- Communicate proactively regarding service status and incidents.

### Client

- Provide necessary information and access required for service delivery.
- Notify Service Provider of issues promptly.

## 6. Measurement and Reporting

Service performance will be measured monthly and reported to the Client by the 5th business day of the following month.

## **7. Review and Change**

This SLA may be reviewed annually or at the request of either party.

## **8. Signatures**

Service Provider: \_\_\_\_\_

Client: \_\_\_\_\_

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