

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:	<div></div>
Client:	<div></div>
Date:	<div></div>