

Service Level Agreement (SLA)

Effective Date: [Date]

Provider: [Provider Name]

Client: [Client Name]

1. Purpose

This SLA defines performance metrics and responsibilities for the delivery of IT services.

2. Uptime Guarantee

Service uptime must not fall below 99.5% monthly.

3. Response Time

Critical incidents shall be acknowledged within 30 minutes.

4. Penalties

Service credits apply if SLA targets are missed.

5. Reporting

Monthly SLA performance reports will be shared.

(Additional content repeated to simulate multiple pages.)

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