Service Level Agreement (SLA)

This Service Level Agreement ("SLA") is made between CITEMS Cafe ("Customer") and Your Company ("Provider").

**1. Introduction**

CITEMS Cafe, located at Elizabeth Quay, offers its customers free Wi-Fi access with every purchase. This SLA outlines the service expectations and responsibilities regarding the provision and maintenance of the Wi-Fi service and associated IT support.

**2. Definitions**

* **Service:** The provision of Wi-Fi and associated IT support at CITEMS Cafe.
* **Support Hours:** The times during which technical support is available.
* **Response Time:** The time taken by Your Company to acknowledge a reported issue.
* **Resolution Time:** The time taken by Your Company to resolve a reported issue.

**3. Scope of Services**

Your Company will provide the following services to CITEMS Cafe:

1. Maintenance and support of Wi-Fi infrastructure.
2. Technical support for USB charging ports and power point connections.
3. On-site support by a Network Technician during weekdays.
4. Remote support on weekends.

**4. Service Availability**

* **Wi-Fi Service:** 24/7 availability with the following conditions:
* **Weekdays:** On-site support by a Network Technician.
* **Weekends:** Remote support only.

**5. Support Hours**

* **Weekdays (Monday to Friday):** 8:00 AM - 6:00 PM (on-site support).
* **Weekends (Saturday and Sunday):** 10:00 AM - 4:00 PM (remote support).

**6. Response and Resolution Times**

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| --- | --- | --- |
| **Issue Severity** | **Response Time** | **Resolution Time** |
| Critical | 1 hour | 4 hours (weekdays) |
| High | 2 hours | 8 hours (weekdays) |
| Medium | 4 hours | 1 business day |
| Low | 8 hours | 2 business days |

* **Critical:** Wi-Fi service is completely unavailable.
* **High:** Significant performance issues affecting multiple users.
* **Medium:** Intermittent issues affecting some users.
* **Low:** Minor issues or general inquiries.

**7. Responsibilities of Your Company**

* Ensure a Network Technician is on-site during weekdays.
* Provide remote support on weekends.
* Regular maintenance and updates of Wi-Fi equipment.
* Proactively monitor the network to prevent outages.

**8. Responsibilities of CITEMS Cafe**

* Ensure staff are available to assist with basic troubleshooting as directed by Your Company.
* Provide access to necessary areas and equipment for maintenance and support.
* Report issues promptly to Your Company’s support team.

**9. Escalation Procedures**

In the event an issue is not resolved within the specified resolution time, the following escalation procedures will be followed:

* Contact the on-site Network Technician (weekdays).
* Contact the remote support team (weekends).
* Escalate to the IT Manager at Your Company if the issue remains unresolved.

**10. Exclusions**

This SLA does not cover:

* Issues caused by customer’s equipment or third-party services.
* Scheduled maintenance windows.
* Unavoidable casualty events.

**11. Performance Monitoring and Reporting**

Your Company will provide CITEMS Cafe with monthly reports detailing:

* Number of incidents reported.
* Response and resolution times.
* Any incidents that breached the SLA terms.

**12. Review and Amendment**

This SLA will be reviewed every 12 months or as required. Amendments will be made with mutual consent.

**13. Termination**

Either party may terminate this SLA with 30 days written notice. Termination does not relieve either party of its obligations to respect the terms until the effective date of termination.

**14. Agreement**

By signing below, both parties agree to the terms and conditions outlined in this SLA.

|  |  |
| --- | --- |
| **CITEMS Cafe** | **Your Company** |
| **Name:** | **Name:** |
| **Title:** | **Title:** |
| **Signature:** | **Signature:** |
| **Date:** | **Date:** |