**Service Level Agreement (SLA)**

This Service Level Agreement ("SLA") is made and entered into between IT department and ‘CWA ENTERPRISE’ on [decided date]. The purpose of this SLA is to establish the service level expectations and responsibilities of the Service Provider and the Customer for the new branch office.

Service Description

The Service Provider agrees to provide the following services to the Customer's new branch office:

Network Infrastructure Setup

Server and PC Configuration

Printer Setup and Configuration

Internet Access Setup and Configuration

Remote and Onsite Support

Regular System Maintenance and Updates

Data Backup and Recovery

Service Availability

The Service Provider will use commercially reasonable efforts to ensure that the services will be available 99% of the time in any given month, excluding scheduled maintenance.

Service Level Agreement Metrics

The following metrics will be used to measure the Service Provider's performance:

Service Availability: 99% uptime

Response Time: 2 hours from receipt of a support request to initial response

Resolution Time: 24 hours from receipt of a support request to resolution

Customer Responsibilities

The Customer agrees to:

Provide accurate and complete information to the Service Provider regarding any issues or problems.

Cooperate with the Service Provider in the investigation and resolution of any issues or problems.

Follow the Service Provider's guidelines and recommendations for system usage, security, and backup.

Service Provider Responsibilities

The Service Provider agrees to:

Provide the services in a professional and workmanlike manner.

Maintain the availability and performance of the services in accordance with this SLA.

Respond to support requests within the agreed-upon response time.

Resolve support requests within the agreed-upon resolution time.

Conduct regular system maintenance and updates to ensure system stability and security.

Perform regular data backup and recovery to ensure data protection and availability.

Service Credit

If the Service Provider fails to meet the Service Availability metric for any given month, the Customer will be eligible to receive a service credit equal to 5% of the fees paid by the Customer for the affected services during that period.

Termination

Either party may terminate this SLA upon 30 days' written notice to the other party in the event of a material breach of this SLA by the other party.

Governing Law

This SLA shall be governed by and construed in accordance with the laws of [state/country]. Any legal action arising out of or in connection with this SLA shall be brought in the courts of [state/country].

Entire Agreement

This SLA constitutes the entire agreement between the parties with respect to the subject matter hereof and supersedes all prior or contemporaneous agreements, understandings, negotiations, and discussions, whether oral or written, between the parties.

Amendment

This SLA may be amended only by a written instrument executed by both parties.

In witness whereof, the parties have executed this SLA as of the date first above written.

[Head of IT department]

By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[Head of CWA ENTERPISE]

By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_