**5. Service Level Agreement (SLA)**

**Between:** Telco (Client) and [Cloud Service Provider]  
**Project:** Telco Cloud Migration  
**Date:** May 2025

**1. Purpose**

Define the service levels expected from the cloud provider for uptime, support, and performance.

**2. Services Covered**

* Cloud infrastructure (compute, storage, networking)
* Managed services (database, security tools)
* Support and incident management

**3. Performance Metrics**

| **Metric** | **Target** | **Measurement Method** |
| --- | --- | --- |
| Availability/Uptime | 99.9% monthly | Monitoring tools, provider reports |
| Incident Response Time | < 30 minutes (critical) | Support ticket timestamps |
| Incident Resolution Time | < 4 hours (critical) | Support ticket closure times |

**4. Support Levels**

* 24/7 support with dedicated account manager
* Priority escalation paths for critical issues
* Regular service reviews and reporting

**5. Penalties and Remedies**

* Service credits for downtime exceeding SLA targets
* Right to terminate contract for repeated SLA failures