Service Level Agreement

1. Agreement Overview

* This Agreement represents a Service Level Agreement between the us the service provider and the customer, to sustain and support the product or service
* This agreement is valid until both parties have come to an agreement to suspend or revise
* This tells all of the parameters of the service covered as they are understood by both parties

1. Goals & Objectives

* The Purpose of this agreement is to ensure that the proper elements and commitments are in place to provide proper and consistent support and delivery to the customer by us the service provider
* The goal of this is to provide mutual agreement between the us service provider and the customer
* The objectives are
* Provide clear knowledge of who the service ownership, accountability, roles and/or responsibilities
* Provide clear description to the customer of what will be done
* To match the agreed dates and time frames

1. Contact and Business Hours

* You can contact us through our Email (fakeemail@gmail.com)
* You can also contact us by our telephone number (245-555-8765)
* We are a 24 hour service company

1. Levels of priority

* Level 4- Whole system crash business can’t move on until problem is resolved
* We Want it fixed in 1-2 hours
* Level 3- system is not down but business can’t move on until problem is resolved
* We want it fixed in 2-3 hours
* Level 2- problem with the system but company can still keep working miner impact
* We want it fixed in 5-6 hours
* Level 1- slight problem with system, company has little to no impact
* We want it fixed in 24-36 hours