

HC IT Pros - Service Level Agreement (SLA)

Between: HC IT Pros (Service Provider) and Client (Client)

Effective Date: _____

Agreement Term: Month-to-Month (renewable)

1. Purpose

This Service Level Agreement (SLA) outlines the terms and conditions under which HC IT Pros provides managed IT support and maintenance services.

2. Scope of Services

■ Basic Support — \$300 Monthly

- Remote troubleshooting
- IT asset management
- Basic security monitoring
- On-site visits: \$35 per visit
- Response within 2 hours

■ Standard Support — \$500 Monthly

- Includes all Basic Support features
- Higher priority for tickets
- Enhanced remote troubleshooting
- On-site visits: \$50 per visit
- Response within 2 hours

■ Premium Support — \$1,000 Monthly

- Includes all Basic & Standard Support features
- Unlimited on-site visits
- Website design and support
- Priority ticket response
- Full system monitoring & advanced security
- Response within 1 hour

If the Client chooses to upgrade, downgrade, or modify their service plan, a new version of this SLA must be signed by both parties before the change takes effect.

4. Incident Management

Severity Level	Description	Response Time
Critical	Complete system outage, data loss, or network failure	Premium: 1 hour Standard & Basic: 2 hours
High	Major impact, partial functionality remains	2 hours
Medium	Non-critical issue impacting workflow	4 hours
Low	General inquiry or minor issue	24 hours

5. Service Exclusions

The following are not covered unless agreed upon in writing: hardware replacement, third-party vendor issues, data recovery, ISP outages, physical damage, or misuse.

6. Client Responsibilities

Clients must provide accurate system access, maintain passwords, notify of incidents promptly, and pay monthly fees on time.

9. Termination and Renewal

Either party may terminate with 30 days written notice. SLA renews monthly unless canceled.

11. Governing Law

This Agreement shall be governed by the laws of the State of Texas, with venue in Milam County.

13. Additional Terms and Conditions

Confidentiality: Both parties agree to keep all business, technical, and personal information obtained under this Agreement strictly confidential and not disclose it to third parties without written consent.

Data Security and Privacy: HC IT Pros will exercise reasonable care to protect the Client's data and systems but cannot guarantee against all cyber threats. The Client remains responsible for data backups unless otherwise agreed in writing.

Force Majeure: HC IT Pros shall not be liable for any delay or failure caused by events beyond its reasonable control, including natural disasters, labor disputes, power outages, or government actions.

Indemnification: Each party agrees to indemnify and hold harmless the other from any claims, damages, or expenses arising out of negligence, misuse, or breach of this Agreement.

Entire Agreement: This document constitutes the full agreement between the parties and supersedes all prior proposals or understandings, whether written or oral.

Dispute Resolution: In the event of a dispute, both parties agree to attempt good-faith mediation before seeking litigation. Venue remains Milam County, Texas.

Acceptance and Signatures

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

HC IT Pros

Client

Authorized Representative

Date: _____

Authorized Representative

Date: _____