

# HC IT Pros - Service Level Agreement (SLA)

Rockdale, Texas

**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 in the state of Texas.

## 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

## 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.

## 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: \_\_\_\_\_