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Service Level Agreement (SLA)

*Between*

GATEVIA TECHNOLOGIES LIMITED

*and*

**Client Name:** .....

**Effective Date:** .....

SLA Reference Number: SLA-XXXX-XXXX

**Service:** Internet Service Provision

**SLA Version:** 1.0.01

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*Gatevia to a smarter tomorrow*

## SERVICE LEVEL AGREEMENT (SLA) FOR INTERNET SERVICE PROVISION (ISP)

This Service Level Agreement ("SLA") is made and entered into on ..... by and between:

### GATEVIA TECHNOLOGIES LIMITED

Address: 3<sup>rd</sup> Floor, Building 5A, Quadrant Park  
Mumana Off Great East Road  
Lusaka Zambia

WhatsApp: +260 963663537 

Email: [info@gateviatechnologies.net](mailto:info@gateviatechnologies.net)

### CLIENT DETAILS

Client Name: .....

Client Address:

.....  
.....

Email: .....

Phone: .....

### SERVICE DESCRIPTION

The Company agrees to provide internet service provision services ("Services") to the Client, as outlined in this SLA. The Services include:

- Provision of internet connectivity with a bandwidth of [30 Mbps to 150 Mbps] this varies depending on the traffic on the network
- IP address allocation (static or dynamic)
- DNS resolution
- Network monitoring and maintenance
- Technical support and troubleshooting

## SERVICE GUARANTEE

- 1. Uptime Guarantee:** The Company guarantees an average uptime of 99.5% per month, excluding scheduled maintenance and outages beyond the Company's control.
- 2. Latency Guarantee:** The Company guarantees an average latency of [50ms] or less.
- 3. Packet Delivery Guarantee:** The Company guarantees a packet delivery rate of 99.5% or higher.
- 4. Response Time Guarantee:** The Company guarantees a response time of 2 hours or less for critical issues and 5 hours or less for non-critical issues.

## SERVICE AVAILABILITY AND MAINTENANCE

- 1. Scheduled Maintenance:** The Company will perform scheduled maintenance on a regular basis, typically between 2am - 4am on Sundays.
- 2. Unscheduled Maintenance:** The Company reserves the right to perform unscheduled maintenance as necessary to ensure the integrity and security of the network.
- 3. Notice of Maintenance:** The Company will provide the Client with 24 hours notice of scheduled maintenance, except in cases of emergency.

## NETWORK MANAGEMENT AND SECURITY

- 1. Network Monitoring:** The Company will monitor the network 24/7 to detect and respond to security threats and performance issues.
- 2. Security Measures:** The Company will implement and maintain reasonable security measures to protect the network and Client data.
- 3. Incident Response:** The Company will respond to security incidents in accordance with its incident response plan.

## CLIENT RESPONSIBILITIES

- 1. Equipment and Configuration:** The Client is responsible for providing and maintaining the necessary equipment and configuration to connect to the network.
- 2. Security and Compliance:** The Client is responsible for ensuring that its use of the Services complies with all applicable laws and regulations.
- 3. Reporting Issues:** The Client is responsible for reporting any issues or concerns to the Company's technical support team.

## REPORTING AND MONITORING

The Company will provide regular reports on the Service's performance, including:

- Monthly uptime and latency reports
- Quarterly packet delivery reports
- Incident reports (as needed)

## TERMINATION

This SLA will terminate upon:

- Expiration or termination of the underlying service agreement
- Mutual written agreement between the parties
- Written notice by either party with a 30 days' notice

## GOVERNING LAW AND JURISDICTION

This SLA will be governed by and construed in accordance with the laws of Zambia. Any disputes arising from this SLA will be resolved through arbitration, mediation in accordance with Zambian Arbitration Act No.19 of 2000.

## ENTIRE AGREEMENT

This SLA constitutes the entire understanding between the parties and supersedes all prior agreements, understandings, and discussions.

By signing below, the parties acknowledge that they have read, understand, and agree to be bound by the terms and conditions of this SLA.

### GATEVIA TECHNOLOGIES LIMITED

Name: .....

Signature: .....

Designation: .....

Date: .....

CLIENT: .....

Name: .....

Signature: .....

Designation: .....

Date: .....

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