

# Service Level Agreement (SLA) for Premium Promo Package

**Service Provider:** Premier Service Solutions

**Client:** [Client's Business Name]

**Effective Date:** [Effective Date]

## 1. Service Description:

Premier Service Solutions offers the Premium Promo Package, a limited-time quarterly service that includes exclusive maintenance and promotional support for [Client's Business Name]'s equipment. This SLA outlines the terms, conditions, and performance metrics for this specialized service.

## 2. Service Coverage:

- **Equipment Covered:** [List of Equipment Covered]
- **Service Duration:** 5 weeks (once every quarter)
- **Service Response Time:** [Response Time]

## 3. Maintenance Services:

Premier Service Solutions shall provide the following maintenance services as part of the Premium Promo Package:

- **Routine Maintenance:** Regular inspections and maintenance to ensure optimal equipment performance.
- **Priority Breakdown Maintenance:** Swift response and resolution of equipment breakdowns with the highest priority.
- **Software Updates:** Ensuring software components are up to date.
- **Business Hours Support:** Priority support during standard business hours.

## 4. Service Levels:

### a. Response Time:

- For routine maintenance requests: [Response Time for Routine Maintenance]
- For priority breakdown maintenance requests: [Response Time for Priority Breakdown Maintenance]

### b. Resolution Time:

- For routine maintenance requests: [Resolution Time for Routine Maintenance]
- For priority breakdown maintenance requests: [Resolution Time for Priority Breakdown Maintenance]

## 5. Reporting and Communication:

- [Client's Business Name] shall report any equipment issues to Premier Service Solutions via [Reporting Channel].

- Premier Service Solutions will acknowledge receipt of the report within [Acknowledgment Time].
- Regular updates will be provided to [Client's Business Name] during the maintenance process.

#### **6. Service Performance Metrics:**

- **Uptime Percentage:** Premier Service Solutions commits to maintain equipment uptime of at least [Uptime Percentage] during the service term.
- **Customer Satisfaction:** Premier Service Solutions will regularly gauge customer satisfaction through surveys and feedback. A satisfaction level of [Customer Satisfaction Level] is expected.

#### **7. Exclusions:**

The following are excluded from this Premium Promo Package:

- Damage or issues caused by third parties or unauthorized personnel.
- Equipment modifications made without Premier Service Solutions' consent.
- Consumables, such as ink, toner, and paper.

#### **8. Billing and Payment:**

- Billing Frequency: [Billing Frequency]
- Payment Terms: [Payment Terms]

#### **9. Termination and Renewal:**

This agreement is valid for the duration of the Premium Promo Package, which occurs once every quarter. Renewal terms and conditions are specified in the main contract.

#### **10. Dispute Resolution:**

Any disputes arising under this SLA shall be resolved through negotiations between [Client's Business Name] and Premier Service Solutions. If unresolved, arbitration or mediation will be pursued as specified in the main contract.

#### **11. Compliance:**

Both parties agree to adhere to all applicable laws and regulations related to the maintenance services provided.

#### **12. Confidentiality:**

Both parties will maintain the confidentiality of all proprietary information shared during the agreement term.

#### **13. Amendments:**

Any changes or amendments to this SLA must be made in writing and signed by both parties.

**14. Signatures:**

[Signature of Authorized Representative for Client's Business Name] [Date]

[Signature of Authorized Representative for Premier Service Solutions] [Date]