

Service Level Agreement (SLA) for Business Promo Package

Service Provider: Premier Service Solutions

Client: [Client's Business Name]

Effective Date: [Effective Date]

1. Service Description:

Premier Service Solutions offers the Business Promo Package, a limited-time service package available once every quarter for a duration of 5 weeks. This SLA outlines the terms, conditions, and performance metrics for this special package.

2. Package Duration:

- The Business Promo Package is available for a period of 5 weeks each quarter.
- The quarters in which the package is available are: [List of Quarters].

3. Service Coverage:

- **Equipment Covered:** [List of Equipment Covered]
- **Service Hours:** [Service Hours]
- **Service Response Time:** [Response Time]

4. Maintenance Services:

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

- **Routine Maintenance:** Regular inspections and maintenance to ensure optimal equipment performance.
- **Breakdown Maintenance:** Swift response and resolution of equipment breakdowns.
- **Software Updates:** Ensuring software components are up to date.
- **Extended Support:** Support during the Business Promo Package period.

5. Service Levels:

a. Response Time:

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

b. Resolution Time:

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

6. 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.

7. Service Performance Metrics:

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

8. Exclusions:

The following are excluded from the Business 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.

9. Billing and Payment:

- Billing for the Business Promo Package will be handled as specified in the promotional offer.

10. Termination:

The Business Promo Package automatically terminates at the end of the 5-week period. No renewal is required.

11. 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.

12. Compliance:

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

13. Confidentiality:

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

14. Amendments:

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

15. Signatures:

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

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