Service Agreement (Data-Rich Sample)

1. Scope of Services

Software development and data engineering services as per Schedule A.

2. Fees & Invoicing

Client shall pay based on hourly rates defined below.

3. Service Levels

Provider shall maintain 99.5% uptime and respond to incidents within SLA timelines.

4. Limitation of Liability

Total liability shall not exceed fees paid in the preceding twelve (12) months.

5. Dispute Resolution

Disputes resolved via binding arbitration in Dallas, Texas.

Rate Card

Role	Hourly Rate
Senior Engineer	$120
Data Engineer	$95
QA Engineer	$70

SLA Metrics

Metric	Target
Uptime	99.5%
P1 Response	1 hour
P2 Response	4 hours