

Service Level Agreement (SLA)

Parties Involved:

- **Client:** TechCorp Ltd.
 - **Vendor:** CloudSolutions Inc.
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1. Agreement Overview

This Service Level Agreement (SLA) outlines the terms of service for the IT infrastructure provided by CloudSolutions Inc. to TechCorp Ltd. The SLA defines service expectations, responsibilities, and key performance indicators (KPIs) to ensure high service reliability.

2. Scope of Services

- **Cloud Hosting:** Provisioning and maintenance of virtual servers and databases.
 - **Network Monitoring:** 24/7 real-time monitoring of network health and security.
 - **Incident Management:** Resolution of service interruptions with predefined response and resolution times.
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3. Service Performance Metrics

Metric	Target Value	Measurement Method
Uptime	99.95% per month	Real-time monitoring logs
Incident Response Time	Within 1 hour	Incident tracking system
Data Recovery Time	Within 4 hours	Backup recovery reports
Network Latency	≤ 50ms	Ping and traceroute testing

4. Service Availability

- Standard Availability Window:**
 - Services are guaranteed to be operational 24 hours a day, 7 days a week, with the exception of planned maintenance windows.
- Planned Maintenance Windows:**

- Maintenance activities will occur during Sundays from 1:00 AM to 5:00 AM (GMT).
3. **Unplanned Downtime:**
- If downtime exceeds the allowable SLA threshold (99.95%), a penalty will apply.
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5. Incident Management

Severity Levels:

- **Critical (P1):**
 - Examples: Complete service outage or security breach.
 - Response Time: 1 hour.
 - Resolution Time: 4 hours.
- **High (P2):**
 - Examples: Partial service outage or performance degradation.
 - Response Time: 4 hours.
 - Resolution Time: 12 hours.
- **Medium (P3):**
 - Examples: Minor issues or general queries.
 - Response Time: 24 hours.
 - Resolution Time: 48 hours.

Escalation Matrix:

If response/resolution times are not met, the following escalation hierarchy applies:

1. Tier 1 Support Engineer.
 2. Technical Lead.
 3. Account Manager.
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6. Reporting and Reviews

1. **Monthly Performance Reports:**
 - A summary of uptime, incidents, and resolution times will be shared by the 5th of each month.
 2. **Quarterly Review Meetings:**
 - Quarterly reviews will be conducted to assess service performance and suggest improvements.
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7. SLA Violations and Penalties

If the vendor fails to meet the SLA targets, penalties will be applied as follows:

- For each 0.01% of uptime below 99.95%: 2% reduction in monthly fees.
 - For incidents exceeding response/resolution times: \$1,000 per incident.
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8. Exclusions

This SLA does not cover:

- Force Majeure events, such as natural disasters.
 - Issues caused by third-party services not managed by CloudSolutions Inc.
 - Failures due to client-side configuration errors or misuse of the platform.
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9. Contact Details

Role	Contact Name	Email	Phone
Account Manager	Sarah Johnson	sarah.johnson@cloud.com	+1 555-123-4567
Technical Lead	Michael Lee	michael.lee@cloud.com	+1 555-987-6543
24/7 Support Hotline	-	support@cloud.com	+1 555-999-0000

10. Signature

By signing below, both parties agree to adhere to the terms outlined in this SLA.

TechCorp Ltd.

Signature: _____

Date: _____

CloudSolutions Inc.

Signature: _____

Date: _____