

Service Level Agreement (SLA) Template

****Version:** 1.0**

****Effective Date:** April 2025**

Purpose

This SLA defines the minimum service and security standards required of vendors providing technology, infrastructure, or data-related services to the company.

1. Uptime & Availability

- Vendor shall maintain ****99.9% uptime**** monthly for all core services
- Scheduled maintenance must be communicated ****at least 72 hours**** in advance
- Downtime beyond SLA limits may result in credits or penalties as agreed

2. Incident Response & Notification

- Security incidents impacting company data or operations must be reported within ****48 hours****
- Vendor must provide:
 - Summary of incident
 - Systems affected
 - Containment and recovery actions taken
- Ongoing updates must be provided every 24 hours during active incidents

3. Support & Escalation

- Vendor must offer Tier 1 and Tier 2 support during business hours (9am–6pm CST)
- Critical issues must receive a response within ****2 hours****
- Escalation matrix must be provided upon contract signing

4. Data Recovery Objectives

- ****Recovery Time Objective (RTO):** < 8 hours**
- ****Recovery Point Objective (RPO):** < 1 hour for critical systems**
- Backups must be tested at least quarterly

5. Compliance & Reporting

- Vendor must maintain and renew any stated security/compliance certifications
- Company may request evidence of recent:
 - Penetration tests
 - Audit reports
 - Security awareness trainings

6. Breach Penalties

- Failure to notify within agreed breach window may result in contract penalties

- Repeated service failures may trigger termination review

****Acknowledged and agreed to by:****

Vendor Name:

Authorized Representative:

Date: