This Service Level Agreement ("Agreement") is entered into between **ABS Company** ("Client") and **Tech Support Partners** ("Service Provider") effective as of [Date]. This Agreement defines the scope, performance standards, and responsibilities related to the services provided by Tech Support Partners to ABS Company.

**1. Definitions**

* **Services**: Tech Support Partners will provide IT support services including helpdesk support, network monitoring, incident management, hardware and software troubleshooting, and system maintenance as outlined in the attached Statement of Work (SOW).
* **Response Time**: The maximum allowable time between ABS Company’s service request and Tech Support Partners’ initial response.
* **Resolution Time**: The maximum target time to resolve an incident or service request depending on severity level.

**2. Performance Metrics**

|  |  |  |  |
| --- | --- | --- | --- |
| **Metric** | **Target Level** | **Measurement Method** | **Severity Levels** |
| **Service Availability** | 99.5% uptime monthly | System monitoring reports | Critical / High / Medium / Low |
| **Response Time** | Critical: 30 minutes <br> High: 1 hour <br> Medium: 4 hours <br> Low: 24 hours | Ticketing system timestamps | Based on issue impact |
| **Resolution Time** | Critical: 4 hours <br> High: 8 hours <br> Medium: 24 hours <br> Low: 72 hours | Ticket closure records | Based on issue priority |
| **Customer Satisfaction** | Minimum 90% positive | Regular feedback surveys | Quarterly evaluation |

**3. Reporting Procedures**

**Monthly Performance Report**: Tech Support Partners shall deliver a detailed report summarizing service availability, incident response and resolution performance, and customer satisfaction outcomes.

* **Incident Reporting**: All incidents will be documented using a ticketing system accessible to ABS Company. Immediate notification will be provided for Critical and High severity incidents.
* **Review Meetings**: Quarterly service review meetings will be held between representatives of both Parties to assess SLA compliance and discuss improvements.

**4. Consequences of Underperformance**

* Should Tech Support Partners fail to meet the agreed Service Availability or Response Time targets in a given month on **two (2) consecutive occasions**, ABS Company may:
  + Request a corrective action plan with timelines.
  + Agree upon financial credits or service fee reductions proportional to the impact of the underperformance.
  + Terminate this Agreement upon 30 days’ written notice if repeated failures persist.

**5. General Terms**

* Both Parties agree to collaborate in good faith to resolve any issues impacting service delivery.
* Modifications to the SLA must be made in writing and signed by authorized representatives.

*Signed this [Date]*

For Tech Support Partners

Picture of signature

Olivia Wilson

Manager