

Contract ID: CTR-005

Vendor: Vendor Z

Start Date: 2024-07-20

Term: 12 months

Clause: Termination

Either party may terminate with 30 days notice for convenience. For breach, 7 day cure.

Clause: SLA

Service level: 99.5% uptime. Response time: critical 2h; major 4h; minor 24h.

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Service level: 99.5% uptime. Response time: critical 2h; major 4h; minor 24h.

Auto-Renewal Date: 2025-03-05