

SERVICE AGREEMENT TEMPLATE

This Service Agreement ("Agreement") is entered into on [DATE] between [CLIENT NAME] ("Client") and [SERVICE PROVIDER] ("Provider").

1. **SCOPE OF SERVICES** The Provider shall deliver the following services: - Managed security services including 24/7 monitoring - Incident response and threat detection - Security assessment and compliance reporting - Regular security updates and patches - Staff training and awareness programs
2. **TERM AND DURATION** This Agreement shall commence on [START DATE] and continue for a period of [DURATION] years, unless terminated earlier in accordance with the terms herein.
3. **PAYMENT TERMS** - Monthly fee: \$[AMOUNT] per month - Payment due within 30 days of invoice date - Late payment fee: 1.5% per month - Additional services billed separately
4. **SERVICE LEVEL AGREEMENTS** - 99.9% uptime guarantee - Response time: 15 minutes for critical issues - Resolution time: 4 hours for critical issues - Monthly reporting on service metrics
5. **CONFIDENTIALITY** Both parties agree to maintain strict confidentiality of all proprietary information and data shared during the course of this Agreement.
6. **TERMINATION** Either party may terminate this Agreement with 90 days written notice. Immediate termination allowed for material breach.
7. **LIABILITY** Provider's liability shall not exceed the total amount paid by Client in the 12 months preceding the claim.
8. **GOVERNING LAW** This Agreement shall be governed by the laws of [JURISDICTION].

IN WITNESS WHEREOF, the parties have executed this Agreement as of the date first written above.

[CLIENT SIGNATURE] [PROVIDER SIGNATURE] [CLIENT NAME] [PROVIDER NAME] [CLIENT TITLE] [PROVIDER TITLE] [DATE] [DATE]