Service Level Agreement (SLA) between **The Micropoint Systems Ltd** and Wanandege National Housing Sacco

1. Introduction

This Service Level Agreement ("SLA") is entered into by and between [Service Provider Name], hereinafter referred to as the "Service Provider," and [Customer Name], hereinafter referred to as the "Customer," collectively referred to as the "Parties."

2. Scope of Services

The Service Provider agrees to provide the following services to the Customer:

- [Detailed description of the services provided]

3. Service Levels and Metrics

3.1 Tier 1: Standard Service Level

- Availability: The service will be available 99.9% of the time during the agreed-upon service hours.

- Response Time: The Service Provider will respond to support requests within [specified time], measured from the time of request submission.

- Resolution Time: Issues will be resolved within [specified time] from the time they are reported.

3.2 Tier 2: Enhanced Service Level

- Availability: The service will be available 99.99% of the time during the agreed-upon service hours.

- Response Time: The Service Provider will respond to support requests within [specified time], measured from the time of request submission.

- Resolution Time: Issues will be resolved within [specified time] from the time they are reported.

3.3 Tier 3: Premium Service Level

- Availability: The service will be available 99.999% of the time during the agreed-upon service hours.

- Response Time: The Service Provider will respond to support requests within [specified time], measured from the time of request submission.

- Resolution Time: Issues will be resolved within [specified time] from the time they are reported.

4. Customer Responsibilities

The Customer agrees to:

- Cooperate with the Service Provider in the performance of services.

- Provide necessary access, information, and cooperation for issue resolution.

- Adhere to any guidelines provided by the Service Provider.

5. Service Provider Responsibilities

The Service Provider agrees to:

- Provide the services in a professional and timely manner.

- Monitor and maintain the agreed-upon service levels for each tier.

- Regularly communicate with the Customer on service-related matters.

6. Reporting and Communication

The Parties agree to:

- Regularly review and discuss service performance reports for each tier.

- Hold periodic meetings to address concerns, improvements, and changes.

7. Escalation Procedure

In the event of service issues, the following escalation procedure will be followed:

- [Specify steps and contacts for escalating issues for each tier]

8. Compensation and Penalties

In the event that service levels are not met, the Parties agree to the following compensation and penalty structure for each tier:

- [Specify compensation or penalty terms for each tier]

9. Term and Termination

This SLA is effective as of [Effective Date] and will remain in effect until [Termination Date] unless terminated earlier by mutual agreement or for cause.

10. Confidentiality

Both Parties agree to maintain the confidentiality of any proprietary or sensitive information exchanged during the course of this agreement.

11. Governing Law

This SLA shall be governed by and construed in accordance with the laws of [Jurisdiction].

IN WITNESS WHEREOF, the Parties hereto have executed this Multi-Tiered Service Level Agreement as of the Effective Date.

[Service Provider Name]

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[Customer Name]

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_