**Service Level Agreement (SLA)**

**Agreement Overview**

This Service Level Agreement ("SLA") is entered into between [Service Provider Name], hereinafter referred to as the "Service Provider", and [Client Name], hereinafter referred to as the "Client", effective as of [Effective Date]. This SLA outlines the terms and conditions under which the Service Provider agrees to provide services to the Client.

**Services Covered**

The services covered under this SLA include, but are not limited to:

[List of services covered by the agreement]

**Service Levels**

**Availability:**

The Service Provider agrees to ensure that the services are available to the Client [X]% of the time during the service hours specified below.

**Response Time:**

The Service Provider agrees to respond to any service-related inquiries or issues raised by the Client within [X] hours of receiving the request during the service hours specified below.

**Resolution Time:**

The Service Provider agrees to resolve any service-related issues or incidents within [X] hours of acknowledging the issue during the service hours specified below.

**Service Hours**

The services covered under this SLA will be available during the following hours:

Monday to Friday: [Start Time] to [End Time]

Weekends and Public Holidays: [Specify if services are available]

**Reporting**

The Service Provider agrees to provide regular reports to the Client detailing the performance and availability of the services as outlined in this SLA. Reports will be provided [frequency of reports, e.g., monthly] or as otherwise agreed upon by both parties.

**Responsibilities**

**Client Responsibilities:**

Provide necessary access and information required for the provision of services.

Cooperate with the Service Provider in troubleshooting and resolving service-related issues.

**Service Provider Responsibilities:**

Ensure the availability and performance of the services as per the agreed-upon service levels.

Respond promptly to service-related inquiries and issues raised by the Client.

Implement necessary measures to maintain the security and integrity of the services.

**Escalation Procedures**

In the event that service-related issues cannot be resolved within the agreed-upon timeframes, both parties agree to escalate the matter to [escalation contact or team] for further resolution.

**Incident Management**

**Incident Reporting:**

Clients should report incidents or service issues to the Service Provider through the designated channels:

[Contact information for incident reporting]

**Incident Response:**

The Service Provider will acknowledge and respond to reported incidents according to the following guidelines:

Severity 1: Response within [X minutes/hours]

Severity 2: Response within [X minutes/hours]

Severity 3: Response within [X minutes/hours]

**Incident Resolution:**

Incidents will be prioritized and resolved based on severity levels and the impact on service delivery. The Service Provider will provide regular updates on the status of ongoing incidents until resolution.

**Review and Revision**

This SLA will be reviewed periodically to ensure its effectiveness and relevance to the service provided. Any updates or revisions to the SLA will be communicated to the Client in advance.

**Term and Termination**

This SLA shall remain in effect for a period of [Term Duration] from the Effective Date unless terminated earlier by either party in accordance with the terms of this agreement.

**Amendments**

Any amendments or modifications to this SLA must be made in writing and agreed upon by both parties.

**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 Service Level Agreement as of the Effective Date.

**Signatures**

This SLA is agreed upon by the parties named below:

Service Provider: [Name and Signature]

Client: [Name and Signature]