

# SERVICE LEVEL AGREEMENT TEMPLATE

## 1. PARTIES

This Service Level Agreement ("Agreement") is entered into by and between:

ControlSync Solutions, a Texas corporation with principal offices located at 1200 Innovation Parkway, Austin, TX 78758 ("Service Provider")

and

[Client Organization Name], a [State] corporation with principal offices located at [Client Address] ("Client")

Effective Date: January 1, 2023

## 2. DEFINITIONS

2.1 "Service" means the cloud-based industrial automation software platform provided by ControlSync Solutions, including real-time operational intelligence and predictive maintenance solutions.

2.2 "Downtime" means periods when the Service is unavailable or non-functional, excluding scheduled maintenance windows.

2.3 "Critical Systems" refers to core platform components essential for client operational continuity.

2.4 "Response Time" means the duration between issue reporting and initial technical support engagement.

## 3. SERVICE SCOPE

3.1 Service Description ControlSync Solutions will provide its cloud-based industrial automation software platform, enabling real-time monitoring, performance optimization, and predictive maintenance for manufacturing and process control environments.

3.2 Service Availability The Service will maintain 99.95% uptime, calculated on a monthly basis, excluding scheduled maintenance periods.

3.3 Supported Integrations - Rockwell Automation PLC systems - Allen-Bradley control platforms - Standard SCADA infrastructure protocols

## **4. PERFORMANCE METRICS**

4.1 Uptime Guarantee - Monthly Uptime: 99.95% - Annual Uptime: 99.90%

4.2 Response Time Commitments - Critical Issues: 30-minute initial response - High Priority: 2-hour initial response - Standard Issues: 8-hour initial response

4.3 Resolution Timeframes - Critical Issues: Maximum 4-hour resolution - High Priority: Maximum 24-hour resolution - Standard Issues: Maximum 72-hour resolution

## **5. SUPPORT PROVISIONS**

5.1 Support Channels - 24/7 Technical Support Hotline - Email Support: support@controlsolutions.com - Web-based Ticket Management System

5.2 Communication Protocols - Immediate notification for critical system disruptions - Weekly performance reporting - Quarterly comprehensive service review

## **6. SERVICE CREDITS**

6.1 Downtime Compensation Monthly service credits will be issued based on the following schedule: - 99.0% - 99.49% uptime: 10% monthly credit - 98.0% - 98.99% uptime: 25% monthly credit - Below 98% uptime: 50% monthly credit

## **7. SECURITY AND COMPLIANCE**

7.1 Data Protection - SOC 2 Type II Compliance - AES 256-bit Encryption - Regular third-party security audits - GDPR and CCPA data handling standards

7.2 Confidentiality Both parties agree to maintain strict confidentiality of proprietary information exchanged during service delivery.

## **8. TERMINATION PROVISIONS**

8.1 Termination Rights - 30-day written notice for convenience - Immediate termination for persistent service failures - Pro-rated refund for prepaid services

## **9. LIABILITY AND INDEMNIFICATION**

9.1 Limitation of Liability Total aggregate liability shall not exceed 12 months of service fees.

9.2 Indemnification Each party will indemnify the other against third-party claims arising from breach of agreement.

## **10. SIGNATURES**

\_\_\_\_\_ Authorized Representative, ControlSync Solutions Date: January 1, 2023

\_\_\_\_\_ Authorized Representative, [Client Organization] Date: January 1, 2023