

Service Level Agreement (SLA)

This Service Level Agreement (the "Agreement") is entered into on January 10, 2022, between Company_XYZ ("Service Provider") and Client_Alpha ("Client").

1. Scope of Services

The Service Provider agrees to deliver technical maintenance, IT infrastructure monitoring, and cybersecurity protection as outlined in Annexure A.

2. Term

The Agreement shall commence on January 10, 2022, and terminate on January 10, 2026 (Duration: 1461 days).

3. Performance Standards

The Service Provider commits to 99.5% uptime and response times within 4 hours for critical issues.

4. Payment and Contract Value

The total Contract Value is AED 1,250,000.00. Payments will be made quarterly.

5. Penalty

If uptime falls below 98.5%, a penalty of 0.25% per incident shall apply to the Service Provider.

6. Obligations

The Service Provider shall ensure compliance with ISO 27001 and maintain confidentiality of client data. The Client agrees to provide timely access to necessary infrastructure. There are 25 Clauses and 45 Obligations in total.

7. Risk and Compliance

Keywords related to risk include breach, liability, exposure, penalty, and termination. Compliance score is evaluated at 91.25. Renewal Term: 24 months. Days to expiry: -85. Financial Exposure: AED 150,000. Breach Probability: 15.6%.

8. Termination

Either party may terminate this Agreement with 60 days written notice in the event of a material breach.

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