

**Service Level Agreement (SLA)**

**Version: 1**

**Date: 17/05/2023**

This Service Level Agreement (SLA) is entered into between Bees Company (referred to as "the Service Provider") and [Customer/Client Name] (referred to as "the Customer"). This agreement outlines the agreed-upon service levels and responsibilities for the web trivia game and Firebase database services provided by the Service Provider.

1. Service Description:

a. The Service Provider will provide hosting and maintenance services for the web trivia game application.

b. The Service Provider will manage and maintain the Firebase database to store and retrieve user details for the web trivia game.

2. Service Availability:

a. The Service Provider commits to achieving a service uptime of at least 99.9% per calendar month, excluding scheduled maintenance windows.

b. Scheduled maintenance windows will be communicated to the Customer at least [notice period] in advance.

c. The Service Provider will make reasonable efforts to minimize service interruptions and downtime.

3. Support:

a. The Service Provider will provide technical support during regular business hours (9AM-5PM).

b. The Customer can contact the Service Provider's support team via [contact details] for assistance with service-related issues.

c. The Service Provider aims to respond to support requests within [response time], providing updates and resolutions in a timely manner.

4. Data Security and Privacy:

a. The Service Provider will implement appropriate security measures to protect the confidentiality, integrity, and availability of the data stored in the Firebase database.

b. The Service Provider will adhere to applicable data protection laws and regulations regarding the storage and handling of user data.

c. The Service Provider will not disclose or share user data with any third parties without the prior consent of the Customer.

5. Data Backup and Recovery:

a. The Service Provider will regularly back up the Firebase database to ensure data integrity and availability.

b. In the event of data loss or system failure, the Service Provider will make best efforts to restore the database from the most recent backup within [recovery time objective] (RTO) agreed upon with the Customer.

6. Service Reporting:

a. The Service Provider will provide regular service reports to the Customer, including uptime statistics, incident summaries, and any scheduled maintenance activities.

b. Service reports will be delivered on a monthly basis, or as otherwise agreed between the Service Provider and the Customer.

7. Term and Termination:

a. This SLA will be effective as of the date stated above and will remain in effect until terminated by either party.

b. Either party may terminate this agreement with [notice period] written notice to the other party.

c. Upon termination, the Service Provider will cooperate with the Customer in the transition of services and ensure the secure transfer of any data or assets.

8. Amendments:

Any amendments or modifications to this SLA must be agreed upon in writing by authorized representatives of both parties.

This SLA represents the understanding and agreement between the Service Provider (Bees Company) and the Customer. By signing below, both parties acknowledge their commitment to providing and receiving the services outlined in this agreement.

[Bees Company]

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

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

[Customer/Client Name]

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

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