

Client Service Level Agreement Template

This Service Level Agreement (the "SLA") defines the service delivery standards and performance metrics provided by the Service Provider to the Client. This document is designed to be completed and printed as a formal agreement.

1. Agreement Parties & Effective Dates

Service Provider Company Name:

Client Company Name:

Agreement Effective Date:

Agreement Expiration Date:

2. Scope of Services

The Service Provider will deliver the following services to the Client under this agreement:

Primary Service Description:

Secondary Service Description (Optional):

3. Performance Metrics & Support Response Times

The Service Provider agrees to meet the following response and resolution time targets based on issue severity:

Severity Level	Definition	Target Response Time	Target Resolution Time
Severity 1 (Critical)	Complete service outage or critical business impact.	e.g., 1 Hour	e.g., 4 Hours
Severity 2 (Major)	Significant degradation of service or major system restriction.	e.g., 4 Hours	e.g., 1 Business Day
Severity 3 (Minor)	General inquiries, minor bugs, or service workarounds.	e.g., 1 Business Day	e.g., 3 Business Days

4. Service Availability & Uptime

Guaranteed Service Uptime Percentage:

Weekly Maintenance Window (Day and Time):

5. Escalation Contacts

In the event that the service standards are not met, the following primary contacts will be notified:

Provider Escalation Contact Person: Email/Phone:

Client Escalation Contact Person: Email/Phone:

6. Signatures & Approvals

By signing below, both the Service Provider and the Client agree to the terms, performance metrics, and conditions set forth in this Service Level Agreement.

For Service Provider:

Authorized Signature: _____

Printed Name:

Title:

Date:

For Client:

Authorized Signature: _____

Printed Name:

Title:

Date: