

# Service Level Agreement Form PDF

Service Provider: \_\_\_\_\_

Client Name: \_\_\_\_\_

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

Agreement Duration: \_\_\_\_\_

## Service Overview

- Type of Service Provided: \_\_\_\_\_
- Service Hours: \_\_\_\_\_
- Service Level Targets:

## Performance and Quality Standards

Service Target	Minimum Level	Monitoring Tools	Penalties for Failure
Response Time to Incidents			
Resolution Time for Problems			
System Uptime			
Customer Satisfaction Rating			

## Responsibilities of Each Party

- Provider Responsibilities:
  - Deliver services as agreed upon
  - Provide regular performance updates

- **Client Responsibilities:**
  - Offer necessary access and information
  - Report issues in a timely manner

**Review and Reporting Schedule**

- **Monthly Review Date:** \_\_\_\_\_
- **Annual Review Date:** \_\_\_\_\_

**Approval and Signatures**

**Service Provider Representative:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Client Representative:** \_\_\_\_\_ **Date:** \_\_\_\_\_