

Service Level Agreement Form Template

Agreement Between:

- Service Provider: _____
- Client/Business Unit: _____

Start Date: _____

End Date: _____

Service Scope and Definition

1. Services Offered: _____
 - Service Details: _____
 - Hours of Operation: _____
2. Service Availability and Reliability:
 - Guaranteed Uptime: _____
 - Allowable Downtime: _____
3. Support and Response Time
 - Regular Support Hours: _____
 - Emergency Support: Available Not Available

Key Performance Indicators (KPIs)

Metric	Goal	Frequency of Review	Actions if Target Not Met
Customer Satisfaction			
Issue Resolution Time			
Uptime			

Response Time			
----------------------	--	--	--

Roles and Responsibilities

- **Provider's Responsibilities:**
 - **Maintain required service levels**
 - **Provide client with regular updates**
- **Client's Responsibilities:**
 - **Report issues promptly**
 - **Follow usage guidelines as provided**

Signatures and Acknowledgment

Service Provider Representative: _____ **Date:** _____

Client Representative: _____ **Date:** _____