**Software Maintenance Agreement Contract Form**

### **This Software Maintenance Agreement ("Agreement") is entered into on [Date], by and between:**

* **Company Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **Company Address:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **Contact Person:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **Client Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **Client Address:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **Effective Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### **1. Scope of Maintenance Services**

The Provider agrees to offer software maintenance services for the following software:

* **Software Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **Software Version:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Services covered under this Agreement include:  
☐ Bug Fixes and Error Resolution  
☐ Security Updates  
☐ Performance Optimization  
☐ Software Upgrades

### **2. Service Level Agreement (SLA)**

* **Response Time for Critical Issues:** Within **\_\_\_ hours**
* **Non-Critical Issues:** Within **\_\_\_ business days**
* **Availability of Support:** ☐ 24/7 ☐ Business Hours

### **3. Fees & Payment Terms**

* **Monthly Maintenance Fee:** $\_\_\_\_\_\_\_\_\_
* **One-Time Setup Fee (if applicable):** $\_\_\_\_\_\_\_\_\_
* **Payment Schedule:** ☐ Monthly ☐ Quarterly ☐ Annually

### **4. Confidentiality & Data Protection**

☐ The Provider agrees not to disclose or use Client’s data for any purpose other than maintenance services.

### **5. Termination Clause**

Either party may terminate this Agreement with **[30/60] days’ written notice**.

### **6. Signatures & Approval**

**Software Provider:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_  
**Client Representative:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_