

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:** _____