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# **COMPANY NAME SERVICE LEVEL AGREEMENT**

between

<Organization Name>

and

<NAME OF VENDOR>

for

<TYPE OF SERVICE>

<DAY> <MONTH> <YEAR>  
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## **Purpose**

The purpose of this Support Service Level Agreement (SLA) is to formalize an arrangement between <Organization Name> (hereinafter, the Organization) and <NAME OF VENDOR> (hereinafter, the Vendor) to deliver equipment and support services, at specific levels of support, and at an agreed-upon cost.

This SLA is intended to provide details of the provision of equipment and support services by <NAME OF VENDOR>.

This SLA will evolve over time, with additional knowledge of the client requirements, as well as the introduction of new devices and services into the support portfolio provided by <NAME OF VENDOR>.

## Scope of Agreement

The following equipment and services are provided in response to the proposal submitted by the Vendor to the Organization in accordance with a Request for Proposals for the <NAME OF PROJECT>.

## Services and Requests Covered Under This Agreement

The following services are provided by the Vendor to the Organization.

1. NAME AND DESCRIPTION OF PRIMARY SERVICE. [Example: Telecom Service, Internet Access, Hosting, etc.: This is all-inclusive of equipment, maintenance, parts, travel, toner, and all consumable supplies except paper and staples. The devices are priced at the average monthly copying/printing volumes per device.]
2. DESCRIPTION OF MAINTENANCE PROGRAM. [Example: Manufacturer Preventative Maintenance:] Preventative maintenance shall be performed as the frequency prescribed by the manufacture per-copying/printing volumes or greater frequency as needed.]
3. STATEMENT OF VENDOR RESPONSE TIME. [Example: Guaranteed Service Response Time: The guaranteed in-person response time following any service call shall be four (4) business hours or less, normal business hours (8 a.m. - 5:30 p.m., Monday - Friday). The response time begins when the request is logged with the Vendor's problem-ticketing system and is stopped when the technician logs the arrival at the equipment site and meets with the Key Operator.]
4. STATEMENT OF SERVICE AVAILABILITY. [Example: Device Uptime Levels: The guaranteed in-person response time following any service call is four (4) business hours or less. If the Vendor is unable to respond to any service call within four (4) hours from the time the call was placed the Vendor shall provide copies, on that device, at no charge for the following month, and all penalties related to replacement and further meter cost reductions apply to any device that falls below 95% uptime for any twenty (20) working day period.

The minimum acceptable level of uptime for any device shall be 95% as determined by the following formula:

$$\text{Uptime} = (\text{Total Time} - \text{Lost Time}) / \text{Total Time} \times 100\%$$

- If uptime for a device falls within the 94-90% range during any twenty (20) working day period, the meterage charge to the Organization shall be reduced or credited by 15% on that device.
- If uptime for a device falls within the 89-80% range for any twenty (20) working day period, the meterage charge to the Organization shall be reduced or credited by 30%.
- If uptime for a device falls with the range of 79% or lower for any twenty (20) working day period, no monthly payment or full credit will be extended for