UptimeRobot

CHECKLIST

What to include in an SLA

Before signing, check that the agreement covers:

- [ ] Provider and customer names, effective date, and agreement ID
- [ ] Included and excluded services
- [ ] Measurable targets and time periods
- [ ] Measurement methods and reporting frequency
- [ ] Maintenance and other exclusions
- [ ] Service credits, claim deadlines, and caps
- [ ] Escalation contacts and response times
- [ ] Responsibilities of both parties
- [ ] Review and change procedures
- [ ] Termination conditions
- [ ] Signatures and dates

Track your SLA with UptimeRobot. Free plan: 50 monitors and 1 SLA policy, no credit card required.
uptimerobot.com/sla-monitoring

UptimeRobot