UptimeRobot

FREE SLA TEMPLATE

Service Level Agreement

[Provider Name] · [Service Name] · Version [1.0] · [Date]

> Replace everything in [square brackets] with your own details. The clauses are examples, not legal advice. Have the final agreement reviewed before signing.

1. Agreement Overview and Parties

This Service Level Agreement ("Agreement"), ID [Agreement ID], is between [Provider Name] ("Provider") and [Customer Name] ("Customer"). It covers [Service Name], takes effect on [Effective Date], and remains in force until replaced or terminated under Section 9.

2. Services Covered

The Provider will supply [hosting of the production website], [email support], and [monthly reports]. The following are excluded: [custom development], [customer-installed third-party software], and [on-site support].

3. Service Level Targets

The Provider will maintain [99.99%] availability for [Service Name] in each [calendar month]. Incident response and resolution times are measured from [customer report or monitoring detection] according to the following priorities:

Priority	Definition	Response time	Resolution time
Critical	[Service unavailable]	[15 minutes]	[4 hours]
Major	[Major feature unavailable]	[1 hour]	[8 hours]
Minor	[Limited impact]	[1 business day]	[5 business days]

4. How Service Is Measured and Reported

Availability will be measured by [external monitoring provider], checking [Service URL] every [60 seconds] from [three] locations. Downtime is recorded when [two locations] confirm the service is unavailable. The Provider will send a report within [five business days] after each [calendar month].

5. Exclusions

Unavailability excludes (a) scheduled maintenance announced at least [48 hours] in advance, up to [four hours] per month; (b) [specified events outside the Provider's control]; and (c) failures caused by the Customer's systems, configuration, or misuse.

6. Service Credits and Remedies

If monthly availability falls below [99.99%], the Customer may claim a credit against the next invoice:

Monthly availability	Example credit
99.9% to below 99.99%	[10% of monthly fee]
99.0% to below 99.9%	[25% of monthly fee]
Below 99.0%	[50% of monthly fee]

Remedies: Claims must be submitted within [30 days] after the affected month. Credits are capped at [50%] of that month's fee. [Specify whether service credits are the Customer's sole and exclusive remedy for missed service levels, or whether other remedies remain available under the main service agreement. Have this provision reviewed by legal counsel.]

7. Escalation Path

If an incident exceeds its resolution target, the Customer may contact Level 1: [Support team, contact details], response within [one hour]; Level 2: [Support manager], within [two hours]; and Level 3: [Operations lead], within [four hours].

8. Responsibilities

The Provider will meet the targets in Section 3, announce planned maintenance, and supply the reports in Section 4. The Customer will report incidents through [support channel], provide reasonable access for troubleshooting, and pay invoices under the agreed terms.

9. Review, Changes, and Termination

The parties will review this Agreement every [12 months]. Changes require written agreement and take effect on [agreed date]. Either party may terminate with [60 days'] written notice, subject to [applicable contract terms].

10. Signatures

	Provider	Customer
Name	[Name]	[Name]
Role	[Title]	[Title]
Signature	[Signature]	[Signature]
Date	[Date]	[Date]

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