UptimeRobot

INTERNAL SLA TEMPLATE

Internal Service Level Agreement

[Company Name] · [Providing Team] and [Receiving Team] · 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 internal Service Level Agreement ("Agreement"), ID [Agreement ID], is between [Providing Team] ("Provider") and [Receiving Team] ("Customer") at [Company Name]. It covers [Service Name], takes effect on [Effective Date], and remains in force until replaced or ended under Section 9.

2. Services Covered

The Provider will supply [maintenance of the internal CRM], [support through the IT help desk], and [monthly reports]. The following are excluded: [new feature requests], [software the Customer installs], and [hardware outside the office].

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. Missed Targets

If the Provider misses a target in Section 3 in [two] consecutive months, both teams will meet within [10 business days] to review the cause and agree on an action plan, with owners and dates. Repeated misses go to [Department Heads] for a decision.

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] and give reasonable access for troubleshooting.

9. Review, Changes, and Termination

The teams will review this Agreement every [12 months]. Changes require written agreement from both team leads and take effect on [agreed date]. Either team may end the Agreement with [60 days'] written notice to the other.

10. Signatures

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

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