

## Service Level Agreement (SLA) for Project Hamtan Premium Enterprise Package

### 1. Service Overview

This SLA outlines the terms and conditions for the Premium Enterprise Package provided by [Your Company Name], hereinafter referred to as the "Service Provider," to [Client Name], hereinafter referred to as the "Customer." The Premium Enterprise Package includes the following:

- Comprehensive IT Management
- 24/7 Monitoring
- Rapid Response Times
- Unlimited Helpdesk Support
- Priority Access to Expert Team
- Optional: Soft-Skills Training
- Optional: Onsite English Teacher

### 2. Service Pricing

The Customer agrees to pay the Service Provider:

- \$3000 Monthly for up to 100 users
- For users exceeding 100, there will be an additional charge of \$10 per user.
- A one-time setup fee of \$5000

### 3. Onsite Worker

The Premium Enterprise Package includes a dedicated onsite worker during standard work hours, Monday to Friday, from 9:00 AM to 5:00 PM.

### 4. Managed IT Services

The Service Provider will deliver Managed IT Services, including system management, maintenance, and support.

### 5. Disaster Recovery

The Service Provider will implement and maintain a disaster recovery plan to ensure data and system availability in the event of a disaster.

## 6. Phone System

The Service Provider will manage the Customer's phone system, ensuring its availability, performance, and security.

## 7. Network Security

The Service Provider will provide network security services, including firewall management, intrusion detection, and threat monitoring.

## 8. Google Workspace

The Service Provider will manage Google Workspace for the Customer, including email, document collaboration, and other services.

## 9. Office 365 Suite

The Service Provider will manage Office 365 Suite for the Customer, including productivity tools and applications.

## 10. Software Installation

The Service Provider will assist with software installations and updates as required by the Customer.

## 11. Cloud-Based Solutions

The Service Provider may recommend and provide cloud-based solutions to enhance the Customer's IT infrastructure.

## 12. Virus & Ransomware Removal

The Service Provider will address and remove viruses and ransomware threats as they arise.

## 13. Cybersecurity Awareness Training

The Service Provider will provide cybersecurity awareness training for the Customer's employees.

#### 14. Soft-Skills Training

The Service Provider will provide soft-skills training as an optional service to enhance the Customer's team's interpersonal skills.

#### 15. Onsite English Teacher

The Service Provider will provide an onsite English teacher as an optional service to enhance the Customer's team's language skills.

#### 16. Service Levels

- Uptime Guarantee: The Service Provider guarantees a 99.9% uptime for managed services.
- Response Time: The Service Provider will respond to customer support requests promptly, with rapid response times.
- Resolution Time: The Service Provider will make reasonable efforts to resolve service issues efficiently.

#### 17. Support Channels

The Customer may contact the Service Provider for support through the following channels:

- Phone Support: [Phone Number]
- Email: [Support Email]
- Helpdesk Portal: [URL to Helpdesk Portal]

#### 18. Payment Terms

Invoices for services will be sent to the Customer monthly, in advance. Payment is due within [Define payment terms, e.g., 15 days] of the invoice date.

#### 19. Termination

Either party may terminate this agreement with [Define termination notice period, e.g., 30 days] written notice. Upon termination, the Customer is responsible for settling any outstanding invoices.

#### 20. Confidentiality

Both parties agree to maintain the confidentiality of all information exchanged during the course of this agreement.

## 21. Miscellaneous

- Changes to Services: Any changes to the service package will be agreed upon in writing by both parties and may result in adjustments to pricing and terms.
- Governing Law: This agreement is governed by the laws of [Your Jurisdiction].

This SLA is hereby accepted by:

Customer Name: [Customer Name] Signature: [Customer's Signature] Date: [Date]

Service Provider Name: [Your Company Name] Signature: [Service Provider's Signature]  
Date: [Date]

Please ensure that all parties involved review and sign this SLA and keep a copy for reference. It is recommended to seek legal counsel to ensure that the SLA complies with any specific legal and regulatory requirements.