

Service Level Agreement (SLA) for Project Hamtan

1. Service Overview

This SLA outlines the terms and conditions for the IT support and maintenance services provided by [Your Company Name], hereinafter referred to as the "Service Provider," to [Client Name], hereinafter referred to as the "Customer." This service package includes the following:

- Essential IT Support and Maintenance Services
- Regular System Updates
- Antivirus Protection
- Basic Helpdesk Assistance during Standard Business Hours
- Website Hosting
- Enterprise Email Services

2. Service Pricing

The Customer agrees to pay the Service Provider:

- \$600 Monthly for the base service package
- \$10 per user for phone support (if required)
- \$20 per hour for onsite service (if required)
- A one-time setup fee of \$2000

3. Service Hours

The Service Provider will offer support and maintenance services during standard business hours, which are defined as [Define standard business hours, e.g., Monday to Friday, 9:00 AM to 5:00 PM, excluding holidays].

4. Managed IT Services

The Service Provider will deliver Managed IT Services as described in the service package, which includes regular system updates, antivirus protection, and basic helpdesk assistance.

5. Consulting

The Service Provider will offer consulting services as needed to address the Customer's IT requirements and challenges. These consulting services will be billed separately.

6. Enterprise Email

The Service Provider will provide Enterprise Email services, including setup, maintenance, and support for the Customer's email systems.

7. Website Hosting

The Service Provider will host the Customer's website and ensure its availability, performance, and security. The Customer is responsible for the content and any updates to the website.

8. Cloud-Based Solutions

The Service Provider may recommend and provide cloud-based solutions as needed to enhance the Customer's IT infrastructure. These solutions will be discussed and agreed upon separately.

9. Service Levels

- Uptime Guarantee: The Service Provider guarantees a 99.9% uptime for hosted services.
- Response Time: The Service Provider will respond to customer support requests within [Define response time, e.g., 4 hours] during standard business hours.
- Resolution Time: The Service Provider will make reasonable efforts to resolve service issues within [Define resolution time, e.g., 24 hours] during standard business hours.

10. 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]

11. 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.

12. 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.

13. Confidentiality

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

14. 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.