

SERVICE LEVEL AGREEMENT

Managed Payroll Services

This Service Level Agreement ("SLA") is entered into on _____ (the "Effective Date"), by and between:

Service Provider: _____

Client: _____

1. PURPOSE & SCOPE

This SLA defines the core payroll administration services, performance metrics, and standards provided by the Service Provider to the Client. This agreement runs concurrently with the Master Payroll Administration Services Agreement.

2. STANDARD SERVICE LEVELS

The Service Provider agrees to meet or exceed the following performance standards in the delivery of managed payroll services:

Service Area	Performance Metric / Standard	Target Service Level
Payroll Accuracy	Error-free processing of net pay, deductions, tax withholdings, and contributions.	99.5% accuracy per pay cycle
On-Time Delivery	Completion of payroll run and generation of bank direct deposit files according to scheduled calendar.	100% on schedule
Tax Filing Compliance	Submission of federal, state, and local payroll tax returns and payments.	100% statutory deadline compliance
Inquiry Response Time	Response to Client urgent/critical payroll-related queries.	Within _____ business hours
Inquiry Resolution Time	Resolution of standard payroll anomalies or errors.	Within _____ business days

3. CLIENT OBLIGATIONS & DATA CUT-OFF

The Service Provider's ability to meet the performance targets defined in Section 2 is contingent upon the Client providing completed, approved, and accurate payroll inputs (including time sheets, commission schedules, and new hire paperwork) no later than _____ days/hours prior to the scheduled pay date.

4. SERVICE CREDIT & REMEDIATION

- In the event of a critical Service Level failure caused solely by the Service Provider, the Service Provider will apply a credit equal to _____ % of the monthly administration fee to the Client's subsequent invoice.
- Repeated failures to meet the Target Service Levels for _____ consecutive payroll cycles shall constitute a material breach, allowing the Client to terminate the Agreement with written notice.

5. TERM & TERMINATION

This SLA shall remain in effect for a period of _____ months/years from the Effective Date, subject to annual review by both parties.

AUTHORIZATION AND EXECUTION

By signing below, both parties accept and agree to the terms, service levels, and responsibilities outlined in this Service Level Agreement.

For the Service Provider:

Authorized Signature

Name: _____

Title: _____

Date: _____

For the Client:

Authorized Signature

Name: _____

Title: _____

Date: _____