

INTERNET SERVICE LEVEL AGREEMENT

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

ServiceProvider:

Customer:

1. Purpose & Scope

This SLA defines the service availability, performance metrics, and support response times provided by the Service Provider to the Customer for the internet services detailed under Agreement ID _____.

2. Service Availability

The Service Provider guarantees a network uptime availability of _____ % during any given calendar month, excluding scheduled maintenance windows.

Scheduled maintenance shall occur during off-peak hours and requires a minimum advance notice of _____ hours to the Customer.

3. Performance Metrics & Thresholds

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Metric	Guaranteed Target
Latency (Round Trip)	≤ _____ ms
Packet Loss	≤ _____ %
Jitter	≤ _____ ms

4. Support Response & Resolution Times

In the event of service degradation or outage, the Customer may initiate a support ticket. The following response and resolution times apply based on severity levels:

Severity Level	Initial Response Time	Target Resolution Time
Severity 1 (Critical Outage)	_____	_____
Severity 2 (Major Performance Issues)	_____	_____
Severity 3 (Minor Degradation)	_____	_____

5. Service Credits & Remedies

If the Service Provider fails to meet the guaranteed service availability in any billing cycle, the Customer shall be eligible to request service credits calculated as follows:

- For availability below _____ % but above _____ %: credit of _____ % of the monthly recurring charge.
- For availability below _____ %: credit of _____ % of the monthly recurring charge.

All credit requests must be submitted in writing within _____ business days of the month-end in which the SLA violation occurred.

6. Signatures & Execution

For Service Provider:

Authorized Signature

Name: _____

Title: _____

Date: _____

For Customer:

Authorized Signature

Name: _____

Title: _____

Date: _____