

SERVICE LEVEL AGREEMENT

SALES AND USE TAX FILING SERVICES

This Service Level Agreement (hereinafter referred to as the "SLA") is entered into and made effective as of _____, by and between:

Service Provider: _____

Client: _____

1. SCOPE OF SERVICES

The Service Provider shall perform Sales and Use Tax compliance and filing services as detailed below:

- Data validation and reconciliation of sales transaction data provided by the Client.
- Preparation of state and local Sales and Use Tax returns.
- Filing of approved returns with the respective tax jurisdictions.
- Facilitation of tax liability payments on behalf of the Client.
- Management of basic tax authority notices received during the term of this Agreement.

2. SERVICE PERFORMANCE LEVELS & DEADLINES

The Service Provider agrees to meet the following performance standards and timelines:

Activity / Deliverable	Service Provider Responsibility	Client Responsibility
Data Delivery	N/A	Provide complete and accurate transaction data by the _____ day of the month following the reporting period.
Draft Return Review	Deliver draft returns for Client review within _____ business days of receiving complete transaction data.	Review and approve draft returns within _____ business days of receipt from Service Provider.
Funding/Remittance	Provide liability funding notification to Client upon return approval.	Fund tax payment accounts at least _____ business days prior to the jurisdictional filing deadline.
Filing & Payment	Submit tax returns and execute payments to jurisdictions on or before the official statutory deadline.	N/A
Notice Management	Respond to or resolve standard jurisdictional notices within _____ business days of receipt from Client.	Forward any received tax notices to Service Provider within _____ business days of receipt.

3. ACCURACY AND PENALTY PROVISIONS

The Service Provider shall perform all services with professional care and academic accuracy. In the event of a

penalty, interest, or fine assessed by a taxing jurisdiction due to a sole and direct error or omission by the Service Provider in filing or preparation, the Service Provider shall:

- Be liable for the payment of such penalties and interest up to a maximum cap of _____.
- Remedy the error with the taxing authority at no additional cost to the Client.

The Service Provider shall not be held liable for any penalties or interest resulting from late, inaccurate, or incomplete data provided by the Client, or due to insufficient funding of payment accounts by the Client.

4. TERM AND TERMINATION

This Agreement shall commence on the date first written above and shall continue on a _____ basis. Either party may terminate this Agreement by providing _____ days written notice to the other party.

5. FEES AND PAYMENT TERMS

The Client shall pay the Service Provider for the performance of the services according to the following rate structure:

- Monthly Base Fee: _____
- Fee per Prepared Return: _____
- Notice Resolution Fee (Non-standard): _____ per hour.

IN WITNESS WHEREOF, the parties hereto have executed this Service Level Agreement as of the date first written above.

SERVICE PROVIDER:

CLIENT:

Signature

Signature

Printed Name

Printed Name

Title

Title

Date

Date