

INTERNET SERVICE MAINTENANCE AND SUPPORT AGREEMENT

This Internet Service Maintenance and Support Agreement (the "Agreement") is entered into on this _____ day of _____, 20____ (the "Effective Date"), by and between:

Service Provider:

Company Name: _____
Address: _____
Contact Representative: _____

Client:

Name/Company: _____
Address: _____
Contact Representative: _____

1. SCOPE OF MAINTENANCE AND SUPPORT

The Service Provider agrees to deliver technical maintenance and support services for the Client's internet connectivity and network equipment as detailed below:

1. Routine performance monitoring and network health diagnostics.
2. Hardware troubleshooting and replacement of faulty provider-owned equipment.
3. Software updates, security patches, and firmware upgrades for the network routers and modems.
4. On-site and remote technical support within the designated operating hours.

2. SERVICE LEVEL AGREEMENT (SLA) & RESPONSE TIMES

The Service Provider shall respond to service inquiries and outages in accordance with the following priority levels:

- **Critical Support (Total Outage):** Response within _____ hours; Target resolution within _____ hours.
- **Standard Support (Degraded Performance):** Response within _____ hours; Target resolution within _____ hours.
- **General Inquiry:** Response within _____ hours.

3. FEES AND PAYMENT TERMS

The Client agrees to pay a recurring maintenance and support fee of \$ _____ per _____.

Payments shall be due on the _____ day of each billing cycle. Late payments will be subject to a charge of _____ % per month on the outstanding balance.

4. TERM AND TERMINATION

This Agreement shall commence on the Effective Date and shall remain in effect for a period of _____ months. Either party may terminate this Agreement by providing _____ days written notice to the other party.

5. GOVERNING LAW

This Agreement shall be governed by, and construed in accordance with, the laws of the State/Country of _____.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the Effective Date.

Service Provider:

Client:

Authorized Signature

Printed Name: _____

Title: _____

Date: _____

Authorized Signature

Printed Name: _____

Title: _____

Date: _____