

SECURITY SYSTEM SERVICE LEVEL AGREEMENT

SLA Agreement Number: _____

This Service Level Agreement ("SLA") is entered into on this _____ day of _____, 20_____, by and between:

Service Provider: _____

Address: _____

Client: _____

Address: _____

1. Scope of Covered Security Systems

This SLA covers the maintenance, monitoring, and support of the following security systems installed at _____:

- Intrusion Detection/Alarm Systems
- Closed-Circuit Television (CCTV) & Video Surveillance
- Access Control Systems
- Fire Detection & Life Safety Systems (where applicable)
- Intercom & Communication Systems

2. Response Times & Priority Levels

The Service Provider agrees to respond to service requests and system failures within the designated timeframes below, categorized by priority levels:

Priority	Description	Response Time (Remote)	On-Site Target
Priority 1 (Critical)	Total system failure, major security breach hazard, or critical zone offline.	_____	_____
Priority 2 (High)	Partial system impairment, single critical camera/reader offline, backup power failure.	_____	_____
Priority 3 (Medium)	Non-critical hardware issues, minor software glitches, redundant sensor failure.	_____	_____
Priority 4 (Low)	General maintenance requests, configuration modifications, password resets.	_____	_____

3. Preventive Maintenance Schedule

The Service Provider will conduct scheduled maintenance inspections _____ times per calendar year.

Inspections shall include:

- Testing of all backup batteries and power supplies.
- Cleaning, focusing, and adjustment of all surveillance camera lenses.
- Testing of physical door locks, magnetic locks, and keycard readers.
- Verification of alarm signals transmission to the Central Monitoring Station.
- Firmware and software updates for all system controllers and servers.

4. Support Hours & Monitoring

Central Monitoring Station Services shall operate _____ hours a day, _____ days a year.

Standard Help Desk support is available from _____ to _____, Monday through Friday, excluding public holidays.

5. Service Credits & Penalties

In the event the Service Provider fails to meet the response times outlined in Section 2 for consecutive incidents within a billing cycle, the Client shall be entitled to a service credit calculated as:

6. Term & Termination

This Agreement shall remain in effect for a period of _____ months/years, commencing on _____ and terminating on _____.

7. Authorization and Execution

By signing below, both parties accept and agree to the terms, conditions, and performance metrics defined in this Service Level Agreement.

For Service Provider:

For Client:

Sign: _____

Sign: _____

Print Name: _____

Print Name: _____

Title: _____

Title: _____

Date: _____

Date: _____