

SERVICE LEVEL AGREEMENT

This SLA is provided by Clientish as a free, editable starting point. Set targets your agency can meet consistently, not on its best day, and attach this to your support or hosting retainer. Replace the bracketed fields with your own values.

Service provider (Agency): [Your legal name]

Client: [Client legal name]

Effective date: [Date] | **Review date:** [Date — e.g. quarterly]

Governing agreement: This SLA operates under the [Service Agreement / Retainer] dated [date].

1. Services Covered

This SLA applies to the following ongoing services:

- [e.g. Website hosting and uptime]
- [e.g. Maintenance and bug fixes]
- [e.g. Support via the agreed channel]
- [Add rows as needed]

2. Priority Levels

Issues are classified by severity. Each level has its own response and resolution targets (Section 3).

Level	Definition	Example
P1 — Critical	Service down or unusable	Site offline, checkout broken
P2 — High	Major feature broken, workaround exists	Contact form failing
P3 — Normal	Minor issue or routine request	Content update, cosmetic bug

3. Response and Resolution Targets

Response time = time to acknowledge and begin work. **Resolution time** = time to a fix. These are different commitments. Times are measured during support hours (Section 4).

Priority	Response time	Resolution target
P1 — Critical	[e.g. within 1 hour]	[e.g. within 4 hours]
P2 — High	[e.g. within 4 hours]	[e.g. within 1 business day]
P3 — Normal	[e.g. within 1 business day]	[e.g. within 3 business days]

4. Support Hours

Field	Value
Standard support hours	[e.g. Mon–Fri, 9:00–17:00]
Time zone	[e.g. GMT+6]
Out-of-hours / emergency cover	[Included for P1 only / not included / add-on]
Support channel	[Portal ticket / email / phone]

5. Availability and Uptime (for hosting / applications)

Field	Value
Guaranteed uptime	[e.g. 99.9% measured monthly]
How uptime is measured	[monitoring tool / method]
What counts as downtime	[service unreachable; excludes scheduled maintenance]
Scheduled maintenance window	[e.g. announced 48h ahead, outside business hours]

6. Remedies and Service Credits

If a target in this SLA is not met, the client is entitled to a service credit against the next invoice.

Missed target	Service credit
Uptime below [99.9%] in a month	[e.g. 5% of monthly fee]
Uptime below [99.0%] in a month	[e.g. 10% of monthly fee]
P1 resolution target missed	[e.g. 5% of monthly fee per incident]

Service credits are the sole remedy for a missed target and are calculated [monthly / quarterly]. Total credits in any period are capped at [e.g. one month's fee].

7. Exclusions

This SLA does **not** apply to issues caused by:

- Changes, code, or content supplied or altered by the client or a third party on the client's behalf
- Failures of third-party services (hosting upstream, payment gateways, external APIs, DNS)
- Scheduled maintenance announced in advance
- Force-majeure events (outages beyond either party's reasonable control)
- Use of the service outside its intended purpose or the agreed scope

8. Client Responsibilities

For this SLA to apply, the client will:

- Report issues through the agreed support channel with enough detail to reproduce them
- Provide timely access and any information the agency requests to resolve an issue
- Nominate a point of contact for support matters

The resolution clock pauses while the agency is waiting on the client for access or information.

9. Monitoring and Review

Field	Value
How performance is reported	[e.g. monthly summary in the portal]
Review frequency	[e.g. quarterly]
How targets are changed	Agreed in writing by both parties at review

10. Sign-off

Client	Agency / Contractor
Signature: _____	Signature: _____
Name: []	Name: []
Date: _____	Date: _____

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