Service Level Agreement (SLA)

This agreement is made between the Service Provider and the Client named below and takes effect on the date of the last signature.

Service Provider

LEGAL NAME

EMAIL

PHONE

GSTIN

ADDRESS

Client

FULL NAME

EMAIL

PHONE

ADDRESS

Scope of work

The Service Provider will deliver the service described below at the service levels set out in this agreement and report on them monthly.

SERVICE COVERED

MONTHLY UPTIME TARGET (%)

SUPPORT HOURS

P1 RESPONSE TIME

P2 RESPONSE TIME

P3 RESPONSE TIME

CREDIT PER 0.1% BELOW TARGET (%)

MAX MONTHLY CREDIT (%)

Fees and payment

MONTHLY SERVICE FEE (₹)

BILLING

YEARLY INCREASE (%)

Payment method

- ○ UPI
- ○ Bank transfer
- ○ Auto-debit (NACH)
- ○ Cheque

Invoices are payable within 15 days. Late payments may attract interest at 1.5% per month, and the provider

may pause services after 30 days of non-payment with notice.

Specific terms

- Severity. P1 means the service is down for most users; P2 means a major feature is impaired; P3 is everything else.
- Exclusions. Planned maintenance notified 48 hours ahead, force majeure and faults caused by the Client do not count as downtime.
- Service credits. Credits are the Client's sole remedy for missed service levels and are applied against the next invoice.
- Reporting. The Service Provider shares a monthly report showing uptime, tickets and credits.

Standard terms

- Independent contractor. The Service Provider is an independent contractor, not an employee, and is responsible for its own staff, taxes and statutory dues.
- Ownership. The Service Provider keeps ownership of its materials and grants the Client a non-exclusive, non-transferable licence to use the deliverables for the purpose described in this agreement.
- Confidentiality. Each party keeps the other's non-public information confidential during this agreement and for two years after it ends.
- Liability. Except for fraud, wilful misconduct or breach of confidentiality, each party's total liability is limited to the fees paid in the three months before the claim.
- Termination. Either party may end this agreement by written notice of the period chosen below, or at once if the other party commits a serious breach and does not fix it within 7 days. The Client pays for work done up to the end date.
- Taxes. Fees exclude GST, which is added to invoices where applicable.

Notice period to terminate

○ 7 days ○ 15 days ○ 30 days

Initials

General terms

- Governing law. This document is governed by the laws of India.
- Entire agreement. This document is the whole agreement between the parties on its subject and replaces earlier discussions.
- Amendments. Changes are valid only in writing signed by both parties.
- Severability. If a clause is unenforceable, the rest of the document still applies.
- Notices. Notices may be sent to the email addresses given above and take effect on delivery.
- Electronic signatures. The parties agree to sign electronically; electronic signatures and records are valid under the Information Technology Act, 2000.

Service Provider

SIGNATURE

PRINTED NAME

DATE

Client

SIGNATURE

PRINTED NAME

DATE