

SaaS Service Level Agreement (SLA) Template

1. Agreement Overview

2. Service Scope

3. Service Availability

Service	Availability

4. Support and Maintenance

:

5. Incident Management

Priority	Description	Response Time	Resolution Time

6. Customer Responsibilities

:

7. Exclusions

:

8. Service Credits

9. Review and Changes

10. Signatures

Service Provider	Customer
<div>Name:</div> <div>Title:</div> <div>Date:</div>	<div>Name:</div> <div>Title:</div> <div>Date:</div>