

Fiber Optic Service Level Agreement (SLA)

1. Introduction

2. Parties

3. Service Description

4. Service Availability

Service Parameter	Target
Service Uptime	
Maintenance Window	

5. Performance Metrics

Metric	Target
Latency	
Packet Loss	
Throughput	

6. Incident Management

Severity	Response Time	Resolution Time
Critical		
High		
Medium		
Low		

7. Service Request & Support

8. Responsibilities

Provider Responsibilities

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Customer Responsibilities

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9. Service Credits

10. Exclusions

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11. Review and Revisions

12. Agreement Signatures