

Service Level Agreement

This Service Level Agreement sets out the terms and conditions as to the minimum delivery of service. The first part of the deed is the Contract Details, which are followed by the Legal Terms.

CONTRACT DETAILS

Parties Provider

ABN/ACN if Corporation
of Address

- AND -

Client

ABN/ACN if Corporation
of Address

Agreement Summary This Agreement represents an SLA between the Provider and the Client (the **Parties**) for the provisioning of **Services** means the provision of services supplied by the Provider under their Terms of Service and any additional material.

Effective Date means

Agreement Fee (Inc. GST) means

Executed and delivered as an agreement

Executed by the **Provider**:

Signature

Name

Date

Executed by the **Client**, in accordance with section 127 of the *Corporations Act 2001*:

Director/Company Secretary

Director

Name of Director/Company Secretary

Name of Director

Date

Date

LEGAL TERMS

1. Overview

- 1.1 This Agreement remains valid until superseded by a revised agreement mutually endorsed by the Parties.
- 1.2 This Agreement outlines the parameters of all Services covered as they are mutually understood by the Parties. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals and Objectives

2.1 The purpose of this Agreement is to

2.2 The goal of this Agreement is to

2.3 The objectives of this Agreement are to:

- (a)
- (b)
- (c)

3. Periodic Review

3.1 This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum ; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

3.2 The **Business Relationship Manager** (Document Owner) is responsible for facilitating regular reviews of this document. Contents of this document may be

amended as required, provided mutual agreement is obtained from the Parties and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

3.3 The Periodic Review details are as follows:

- (a) **Business Relationship Manager:**
- (b) **Previous Review Date:**
- (c) **Next Review Date:**

4. Service Scope

4.1 The following Services are covered by this Agreement;

- (a)
- (b)
- (c)
- (d)

4.2 Client responsibilities and/or requirements in support of this Agreement include:

- (a)
- (b)
- (c)
- (d)

4.3 Provider responsibilities and/or requirements in support of this Agreement include:

- (a)
- (b)
- (c)
- (d)

4.4 Assumptions related to in-scope services and/or components include:

- (a)
- (b)
- (c)
- (d)

5. Service Management

5.1 Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

5.2 Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- (a) The Provider will be available for support from
- (b) Calls outside the time stated in clause (a) provider will respond within
- (c) Email support will be provided from
- (d) Emails received outside of the times stated in clause (c) will be collected and responded to at the next available time period according to clause (c).

5.3 In support of services outlined in this Agreement, the Provider will respond to service related incidents and/or requests submitted by the Client within the following time frames:

- (a) hours (during business hours) for issues classified as **High** priority.
- (b) Within hours for issues classified as **Medium** priority.
- (c) Within days for issues classified as **Low** priority.