

The Business Growth Company

Date: January 1, 2020

SLA # **001**

To

Client
Address
Telephone
Customer ID

Service Level Agreement (SLA)

24/7 Website Management

"Service Level Agreement" (SLA) between **"KeyToSuccess.xyz"** (the Service Provider) and **"Client"** (the Client) regarding **"www.example.com"** (the Website).

Once the Client has paid, and confirms the start of the monthly "24/7 Website Management" package by e-mail, the Client is free to give the Service Provider assignments to change, update, modify, alter, and (re)design the Website within the parameters and options of the chosen Website Design package, within the next 30 consecutive days, on a 24/7 basis.

In case the Client wants to give the Service Provider an assignment, the Client agrees to send all data including instructions and explanation via e-mail to the Service Provider. Larger files can be shared through a mutually shared DropBox folder. To follow up the request(s) of the Client, the Service Provider agrees to change, update, modify, and (re)design the Website according to the instructions and explanation of the Client.

Both the Client and the Service Provider agree that assignments will be given and carried out during normal business hours, Manila time (UTC+08:00). Only in case of an emergency or an assignment with urgent priority is the Client free to contact the Service Provider outside normal business hours by e-mail, WhatsApp, BOTIM, WeChat or telephone. At the earliest, the Service Provider will follow up accordingly once the data, instructions and explanation is received by e-mail.

Signed on the date indicated above.

Client

And

KeyToSuccess.xyz

Per: Authorized Signatory

Per: Authorized Signatory

Thank you for your business!

KeyToSuccess.xyz

Phone: +63-9-497895623 E-Mail: keytosuccess@bizresults.xyz Website: www.KeyToSuccess.xyz