

The Business Growth Company

Date: January 1, 2020
SLA # 001

To Client
Address
Telephone
Customer ID

Service Level Agreement (SLA)

24/7 Website Support

“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 Support” package by e-mail, the Client is free to contact the Service Provider for technical support 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 share screenshots, videos or any other form of data with the Service Provider to solve a support issue, the Client agrees to send all data including an explanation of the issue via e-mail to the Service Provider. Larger files can be shared through a mutually shared DropBox folder.

To follow up on the support issue(s) of the Client, the Service Provider agrees to reply or contact the Client within 24 hours and provide the Client with a suitable solution to the problem with a detailed explanation for the Client. If needed, the Service Provider will share screenshots, videos or any other form of data with the Client to simplify and/or clarify how to solve the support issue(s) themselves. In other cases the Service Provider will solve the support issue(s) on behalf of the Client with consent of the Client.

Both the Client and the Service Provider agree that support 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 explanation (and data) 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

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