

# Business Contracts



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**MANAGED WEB HOSTING SERVICE LEVEL AGREEMENT (SLA)**

THIS AGREEMENT is made this <<CurrentDay>> day of <<CurrentMonth>>, <<CurrentYear>> by and between <<Company>> ("Company") and <<CustCompany>> ("Customer").

The purpose of this Agreement (hereafter referred to as the "Agreement") is to set forth a detailed Service Level Agreement ("SLA") under which Company will provide a service to <<CustCompany>> in order to ensure the reliability and stability of all Web Hosting Services covered under this SLA.

**Agreements**

In consideration of the mutual covenants set forth in this Agreement, Customer and Company hereby agree as follows:

As a service, the standard Managed Hosting Service Level Agreement (SLA) with the Company is provided below.

**1. Network Availability and Uptime.**

<<Company>> guarantees that its Network and Connectivity shall be made available at all times. This 100% guarantee covers the availability of all Internet switches, peering, cabling, hubs, routers, DNS servers, load balancers, centralized servers, network appliances, backup and storage devices, management consoles, gateways and other

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Customer Initials \_\_\_\_\_



# S A M P L E

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