

DISCLAIMER: This template is for informational purposes only and should not be considered legal advice. Using this template or parts of this template is reasonable only if your company's operations can guarantee adherence to what is stated in the template. Consult a legal professional to ensure your refund policy complies with applicable laws and regulations.

SaaS Service Level Agreement Template

This Service Level Agreement ("Agreement") is made and entered into as of [Date] by and between:

[Your Company Name], a [Your Company Structure] organized and existing under the laws of [Your Company Jurisdiction] with its principal place of business at [Your Company Address] ("Service Provider"); and

[Customer Name], a [Customer Structure] organized and existing under the laws of [Customer Jurisdiction] with its principal place of business at [Customer Address] ("Customer").

1. Definitions

1.1 "Service" means the [Your SaaS Product Name] software-as-a-service product provided by Service Provider to Customer, as described in [Relevant Documentation].

1.2 "Downtime" means the period of time during which the Service is unavailable or not functioning in accordance with the Service Level Objectives (SLOs) defined in this Agreement.

1.3 "Service Credit" means a credit against future Service fees, as specified in this Agreement, that is issued to Customer as a remedy for Downtime.

2. Service Level Objectives (SLOs)

2.1 Uptime: Service Provider will use commercially reasonable efforts to maintain a minimum of [Uptime Percentage]% uptime for the Service, measured monthly.

2.2 Response Time: Service Provider will use commercially reasonable efforts to respond to Customer support requests within [Response Time] hours for [Severity Level] issues.

2.3 Error Rate: Service Provider will use commercially reasonable efforts to maintain an error rate of no more than [Error Rate]% for the Service, measured monthly.

DISCLAIMER: This template is for informational purposes only and should not be considered legal advice. Using this template or parts of this template is reasonable only if your company's operations can guarantee adherence to what is stated in the template. Consult a legal professional to ensure your refund policy complies with applicable laws and regulations.

3. Remedies

3.1 Service Credits: In the event of Downtime exceeding the Uptime SLO, Customer will be entitled to Service Credits as follows:

Downtime	Service Credit
Less than [Uptime Percentage]% but equal to or greater than [Lower Uptime Percentage]%	[Credit Percentage]%
Less than [Lower Uptime Percentage]% but equal to or greater than [Even Lower Uptime Percentage]%	[Higher Credit Percentage]%
Less than [Even Lower Uptime Percentage]%	[Highest Credit Percentage]%

3.2 Maximum Credit: The total amount of Service Credits issued in any given month will not exceed [Maximum Credit Percentage]% of the monthly Service fee.

4. Exclusions

4.1 Downtime resulting from the following is excluded from the Uptime SLO and will not be eligible for Service Credits:

- Scheduled maintenance.
- Customer's actions or negligence.
- Third-party service outages.
- Force majeure events.

5. Security and Data Protection

5.1 Service Provider will implement and maintain appropriate security measures to protect Customer's data, as described in [Security Policy].

5.2 Customer is responsible for maintaining the security of its own accounts and passwords.

DISCLAIMER: This template is for informational purposes only and should not be considered legal advice. Using this template or parts of this template is reasonable only if your company's operations can guarantee adherence to what is stated in the template. Consult a legal professional to ensure your refund policy complies with applicable laws and regulations.

6. Termination

6.1 Either party may terminate this Agreement for any reason upon [Notice Period] days' written notice to the other party.

6.2 In the event of a material breach of this Agreement, the non-breaching party may terminate this Agreement immediately upon written notice to the other party.

7. Miscellaneous

7.1 This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof and supersedes all prior or contemporaneous communications and proposals, whether oral or written.

7.2 This Agreement may not be amended except in writing signed by both parties.

7.3 This Agreement shall be governed by and construed in accordance with the laws of [Governing Law Jurisdiction].

[Your Company Name]

By: [Signature]

Name: [Printed Name]

Title: [Title]

[Customer Name]

By: [Signature]

Name: [Printed Name]

Title: [Title]