

Complete SaaS SLA Template

1. AGREEMENT OVERVIEW

This Service Level Agreement (SLA) forms an addendum to the SaaS Subscription Agreement between the Service Provider and Customer.

Governing Law and Venue: [JURISDICTION]; binding arbitration under [RULES] in [CITY].

Definitions of key terms (including Service Level Indicator (SLI), Service Level Objective (SLO), SLA Target, Downtime, Incident, Service Credit, Reasonable Control, Business Day) appear in Annex A.

2. SERVICE SCOPE

The SLA applies to the following production application(s) and environments:

Product/Module	Environment	Covered
Product Name	Production	Y
Product Name	Staging	Y
Product Name	Sandbox	N

*Sandbox and beta features are expressly excluded unless covered by a signed addendum.
Exclusions: third-party software integrations not listed in the Subscription Agreement; on-premise deployments; events outside Reasonable Control.

3. SERVICE LEVELS, OBJECTIVES, AND MEASUREMENT (ALL FIGURES ARE EXAMPLE ONLY)

3.1 SLA Targets (contractual commitments)

(a) Monthly Service Availability: \geq [99.999999 %].

(b) Scheduled Maintenance Window: [Day(s) HH:MM–HH:MM UTC] (excluded from Downtime).

(c) Initial Response Times by priority: see §4 table (Initial Response only).

3.2 SLOs (internal objectives - non-contractual)

(a) API Latency (P95): \leq [250 ms].

(b) Error Rate: $<$ [0.1 %] HTTP 5xx per minute on public API requests.

SLOs are operational goals used to guide service delivery and do not create remedies.

3.3 SLIs and measurement rules

(a) Availability SLI: monthly availability measured via provider monitoring (authoritative source), clock: UTC. External synthetic probes across multiple regions at 1-minute intervals may be used for advisory visibility.

(b) Latency SLI: P95 API latency over rolling 5-minute windows on core customer-facing endpoints, clock: UTC.

(c) Error-Rate SLI: percentage of HTTP 5xx per minute on public API requests.

Authoritative data source: [observability/tool name] (authoritative for §3.3(a)); data retained [12] months.

3.4 Mapping table (reference within this section)

Service Area	SLI (How Measured)	SLO (Internal)	SLA Target (Contractual)	Remedy Trigger
Availability	Monthly availability via provider monitoring (UTC)	100.00%	99.90%	Credits per §6 (Availability only)
API Latency	P95 over 5-min windows (core endpoints)	≤ 250 ms	n/a	n/a
Error Rate	% HTTP 5xx per minute	< 0.1%	n/a	n/a
Support — Initial Response	Ticket timestamp to first human response	P1 ≤ 20 min	P1 ≤ 30 min (see §4)	No credits (see §6)

Downtime calculation: $\text{Uptime \%} = (\text{Total Minutes} - \text{Downtime Minutes}) \div \text{Total Minutes} \times 100$, measured on the UTC clock. Downtime excludes Scheduled Maintenance and events outside Reasonable Control.

4. SUPPORT AND SERVICE MANAGEMENT (ALL FIGURES ARE EXAMPLE ONLY)

Coverage hours: Business Hours in Customer's time zone (e.g., 09:00–18:00, Monday–Friday, excluding public holidays in Customer's primary business location) unless otherwise agreed in the Subscription Agreement.

Priority	Example Impact	Initial Response (SLA Target)	Target Resolution (SLO)
P1	Production outage	30 min	2 h
P2	Degraded performance	1 h	8 h
P3	Functional bug	4 h	3 Business Days
P4	Feature request	1 Business Day	N/A

Support channels: [Email / Ticket Portal / Phone]. Initial Response times are SLA Targets; Target Resolution times are SLOs (non-contractual).

5. CUSTOMER RESPONSIBILITIES

- Maintain current admin contact list.
- Provide reproducible steps or logs with each ticket.
- Use supported browsers / SDK versions per Knowledge Base.
- Pay all invoices within thirty (30) days of receipt.
- Failure to meet a responsibility suspends SLA remedies until cured.

6. SERVICE CREDITS AND REMEDIES

Scope: Only failures against the Availability SLA Target in §3.1(a) trigger credits. All SLOs (including Initial Response targets and any other SLOs) are excluded from remedies.

Availability credits: If the monthly Availability target is not met, Service Credit = [x %] of the monthly Subscription Fees for each 0.1 % shortfall, capped at [y %] of the monthly Subscription Fees for the affected Product/Module. Credits apply automatically to the next invoice and are Customer's sole and exclusive monetary remedy for the relevant failure.

Worked example: 99.6 % uptime → 0.3 % shortfall → 3 × [x %] credit.

7. DATA SECURITY AND COMPLIANCE

- Certifications: [SOC 2 Type II], [ISO 27001].
- Encryption: TLS 1.2+ in transit; AES-256 at rest.
- Breach notification to Customer within seventy-two (72) hours of confirmation or as required by applicable law.

8. CONTRACT MANAGEMENT AND TERMINATION

Review cadence: SLOs reviewed quarterly; SLA Targets reviewed annually. Changes to SLOs do not amend SLA Targets without a signed addendum.

Amendments: new regions or modules may be added via a one-page SLA addendum signed by both parties.

Cure period: thirty (30) days to remedy a material breach following written notice.

Termination: either party may terminate the Subscription Agreement and this SLA for uncured material breach with thirty (30) days' notice.

Exit assistance: upon termination or expiration, Service Provider will provide commercially reasonable cooperation for data export and transition for [30] days, subject to fees at the then-current rates.

ANNEX A — DEFINITIONS

Service Level Indicator (SLI): The quantitative measurement of a service attribute (for example, availability percentage, P95 latency) calculated as described in §3.

Service Level Objective (SLO): An internal performance objective used for operational targets; non-contractual and not remedies-eligible.

SLA Target: A contractual commitment to the Customer as set out in §3.1; failures may trigger remedies per §6.

Downtime: Minutes when the production service is unavailable for all users as measured by the Availability SLI, excluding Scheduled Maintenance and events outside Reasonable Control.

Incident: An unplanned interruption or reduction in the quality of the service.

Service Credit: A credit applied to the next invoice as calculated in §6.

Reasonable Control: Events beyond Service Provider's reasonable control, including but not limited to widespread cloud provider outages, distributed denial-of-service attacks exceeding mitigations in place, acts of government, natural disasters, labor disputes, and internet backbone failures.

Business Day: A day other than a Saturday, Sunday, or public holiday in [JURISDICTION].