

# Business Contracts



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## OUTSOURCED HELP DESK SERVICE LEVEL AGREEMENT (SLA)

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

### Agreements

In consideration of the mutual covenants set forth in this Agreement, Customer and Help-Desk Consultants hereby agree as follows:

#### 1. Scope of Services.

Help-Desk Consultants shall, during the Term (as defined below) provide to Customer the following support and help-desk consulting services described below (the "Services" or "Work Product"), at such times as Customer may reasonably request.

#### Help-Desk Services include, but are not limited to:

- 1) Install patches, fixes, and updates to operating system and/or servers; install additional software packages to the operating system or server; install patches, fixes, and updates to additional software packages.
- 2) Maintain adequate protection and safeguard Customer against virus, trojan, spyware (the "Protections"), or any other unauthorized intrusion Customer may specify.

## DEMO CONTRACT

This demo contract has been truncated to only show part of the first page. The complete 6 page editable version of this document is available in the Contract Pack template collections <http://www.proposalkit.com/htm/legal-contract-templates/specialty-project-contracts/outsourced-helpdesk-service-contract.htm>

Once you purchase, download and install a retail Contract Pack that includes this contract, the complete version of this contract will be inserted into your project.



# S A M P L E

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