

Business Contracts



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PRE-PACKAGED SOFTWARE SERVICE LEVEL AGREEMENT (SLA)

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

Agreements

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

1. Scope of Support Services.

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

Company will develop a process for support services for the Customer for the following software (the “Software”) products:

<< Insert Commercial or Pre-packaged Software Product names here. >>

Support shall consist of the diagnosis and troubleshooting of

DEMO CONTRACT

This demo contract has been truncated to only show part of the first page. The complete 7 page editable version of this document is available in the Contract Pack template collections <http://www.proposalkit.com/htm/legal-contract-templates/software-development-contracts/prepackaged-software-service-level-agreement.htm>

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Customer Initials _____ Company Initials _____



S A M P L E

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