

Service level agreement

A reusable template for maintenance and field service contracts.

Before use: complete every field, confirm Schedules A-F, replace suggested values, and obtain legal review for the chosen jurisdiction. This SLA supplements a main service contract; it does not replace its commercial and legal terms.

1. Parties and agreement details

Provider: legal name, registration and address

Client: legal name, registration and address

SLA reference / version

Effective date

Term / end date

Main service contract: title and date

Governing law / dispute forum (as in main contract)

This SLA forms part of the identified main service contract. That contract governs fees, liability, insurance, confidentiality, data protection, disputes, termination and relief events. This SLA governs operational performance and credits only to the extent consistent with the agreed order of precedence below.

Agreed order of precedence / relevant main-contract clause

2. Purpose and scope

The Provider shall deliver the agreed services for the sites in Schedule A and assets in Schedule B. No site, asset or additional work is included unless recorded in the schedules or approved through Clause 14. Excluded work requires a separate quote and approval.

Included trades and services

Specific exclusions / chargeable extras

3. Service hours and contact channels

Normal cover: days and hours

Out-of-hours cover: priorities and hours

Time zone / public holiday calendar

Working day: hours and excluded days

Approved helpdesk / emergency telephone

Approved email / portal URL

Requests shall identify the site, asset (if known), fault, impact, access contact and any immediate risk. The Provider shall create a traceable work order for each request. Personal numbers or other unapproved channels count only when acknowledged by the Provider.

Priorities and clock rules

Agree what starts, pauses and ends each measured obligation.

4. Priority levels

The Provider helpdesk assigns priority using the impact definitions in Schedule C and the information available. Where information is incomplete, use the higher reasonably indicated priority until triage establishes otherwise. Disputed priorities are escalated through Schedule E without delaying safe action.

Reclassification window after first response (elapsed hours)

Named role authorized to confirm disputed priority

Either party may request reclassification in that window. Record the old and new priority, time, reason and decision maker. Apply the new target from the original start; no clock is reset and elapsed eligible time is retained.

5. Response, make safe and resolution

Response: a technician qualified and equipped for the task reaches the agreed site check-in point in Schedule A and records arrival. A call, acknowledgement or unqualified attendance does not count. Remote response is permitted only where Schedule C expressly allows it.

Make safe: immediate hazards are controlled and the action is documented. Resolution: the fault is repaired, or an agreed temporary repair restores the required function and is accepted in writing. A temporary repair must have an owner and a permanent-repair date; closing a work order alone does not prove resolution.

6. Clock rules

Start: the recorded receipt through an approved channel starts all applicable clocks. For other channels, use the Provider acknowledgement time. Retain channel receipt evidence; delayed entry into the work order system must not shift the start. Eligible time accrues only inside the coverage window for that priority in Schedule C. Outside cover, it begins at the next covered period.

Measure response, make safe and resolution separately from the same start, not sequentially. Use elapsed hours for 24/7 cover; use the defined working calendar for working-hour/day targets. Record time zone, holidays and each milestone on the work order.

Pauses: record the affected obligation, reason, start, end, evidence and notice to the Client when the delay occurs. Pause only the period that actually prevents that obligation. Deduct overlapping pauses once. Travel, ordinary workload and staff shortages do not create a pause.

Access unavailable

Only an obligation actually blocked by refused or unavailable access may pause. Attendance at the agreed check-in point already stops the response clock.

Quote approval

Only resolution work requiring the pending approval may pause. Response and action necessary to make safe continue.

Parts on order

Only the resolution clock may pause, and only with the Client's written agreement to a dated delay. A routine stockout is not automatically excused.

Stop: response stops at qualified attendance; make safe stops when the hazard is controlled. Resolution stops at signed acceptance of the completion record. Deemed acceptance applies only if explicitly agreed in Schedule C, after its notice period and without a recorded objection; incomplete or unresolved work cannot be deemed complete.

Delivery responsibilities

Planned work, access, evidence and subcontractors follow the same record.

7. Planned and statutory maintenance

The Provider shall plan and deliver each task in Schedule D within its due window and give the agreed visit notice. The Client shall arrange access and any shutdown approvals. Statutory tasks must meet the applicable legal deadline; contractual tolerances do not extend that deadline. Record any missed or at-risk inspection immediately and escalate through Schedule E.

Minimum planned-visit notice (working days)

Agreed PM compliance target (%)

PM compliance = tasks completed within their due window / tasks due in the reporting period x 100. Report statutory inspections separately, with each required deadline and completion date. A client-approved reschedule must remain visible and cannot retrospectively erase a missed deadline.

8. Provider responsibilities

The Provider shall use appropriately competent, qualified and certified personnel; maintain the staffing and parts arrangements needed for the agreed targets; follow site safety and permit procedures; protect the site and assets; and notify the Client promptly of risk, delay, repeated faults or a likely breach.

Every completion record shall identify the work order, asset and fault; request, attendance, make-safe, repair and sign-off times; work done; relevant photos or test results; labor and travel; parts; pause reasons; remaining defects; and the Client representative. Retain an auditable history of corrections and priority changes.

Completion record supplied within (hours after completion)

Record retention period / main-contract reference

Access to personal or confidential data shall be limited to what is necessary for the work and governed by the main contract and applicable law. Share records through the agreed system and only with authorized users.

9. Client responsibilities

The Client shall provide accurate fault and impact details; safe access during agreed cover; site contacts and deputies; keys, permits and access instructions; relevant asset and hazard information; and timely decisions on quotes or temporary repairs. The Client shall identify emergency and isolation procedures in Schedule A. It shall not require unsafe or unauthorized work.

Quote approval / rejection within (working days)

Other Client dependencies / approval authority limits

A failure of a Client dependency provides only the evidenced, causally related relief permitted by Clause 6 or 13. It is not a blanket suspension of service levels.

10. Subcontracting

The Provider remains accountable for subcontracted work. Subcontractors shall meet the same competence, safety, clock, evidence, confidentiality and reporting rules and use the same work order record or an auditable integration. They shall not restart clocks. Record each subcontractor, trade and relevant contact in Schedule E; obtain any approval required by the main contract.

Subcontractor notice / approval rule and permitted trades

Reporting, credits and approval

Complete the commercial choices before either party signs.

11. Reporting and review

Provide the Schedule F report monthly and hold a quarterly service review. Report each priority and obligation separately; include breaches, pauses, statutory work, aged jobs, repeat faults, corrective actions and credits. Preserve links to underlying records. Review targets annually and after material changes to sites, assets, demand or cover.

Report due: working days after month-end

Review owners / next review date

12. Service credits

Credits apply only if expressly enabled below. They are calculated against the agreed fee base, subject to the monthly cap. Choose per breached job (one credit at the highest applicable rate) or per missed target (potentially several per job). Do not leave the basis or fee base undefined. P3/P4 breaches remain reportable even where their rate is zero.

Credits: enabled / disabled

Basis: per breached job / per missed target

P1 % (e.g. 2)

P2 % (e.g. 1)

P3 % (e.g. 0)

P4 % (e.g. 0)

Cap % (e.g. 10)

Monthly fee base: amount, currency, tax / scope treatment

Claim / issue deadline and invoice mechanism

Earn-back: disabled, or threshold + two-month test

Sole remedy? State agreed scope / main-contract clause

Monthly credit = the lesser of (sum of (events at each rate x that rate x fee base)) and (cap x fee base). If earn-back is enabled, define the precise compliance measure, exclusions and timing of waiver/refund. Do not apply it silently. Credits do not displace mandatory law or remedies reserved by the main contract.

13. Exclusions and relief events

Relief follows the main contract and only applies to the evidenced effect of an agreed event. Severe weather, external utility failure, obsolete parts, Client delay or third-party interference is not automatically exempt. The affected party shall notify, mitigate, record its impact and resume promptly; unprevented obligations continue.

Agreed relief events, notice period / main-contract reference

14. Changes, review and signatures

Change scope, targets, calendars, rates or schedules only by written approval of authorized representatives, with version and effective date. This SLA takes effect once the main contract is in force and both parties sign. Complete or mark every unused field N/A; attach any overflow sheets with the same reference and version.

Provider: authorized name / role

Client: authorized name / role

Provider signature / date

Client signature / date

Sites and assets

Schedules A and B | Add referenced continuation sheets where needed.

Schedule A. Covered sites

List the site address, agreed attendance check-in point, access arrangements and named site contact. The attendance point must be specific enough to settle a gate-versus-plant-room dispute. Add local hazard, permit and emergency instructions by reference.

Site ID / address	Attendance point / access / hazards	Site contact / deputy

Site safety, isolation and permit instructions: document reference

Schedule B. Covered assets

Use a unique asset ID and link it to a site. Include systems and exclusions precisely; attach the controlled asset register if it is larger than this schedule.

Asset ID / site ID	Description / make / model	Trade / criticality / scope limits

Controlled register reference / version / agreed change process

Priority matrix

Schedule C | Agreed targets govern only once completed and signed.

Impact definitions

P1 Emergency

Risk to people or security, or loss of an operationally critical function. Examples: major leak, lift entrapment, gas smell or server-room cooling failure.

P2 Urgent

Loss of an important building or floor function. Examples: one of two chillers unavailable, a floor without heating or main entrance access failure.

P3 Routine

A local fault with a workaround, such as a leaking tap or failed light fitting.

P4 Planned

Cosmetic work or work agreed for the next visit, such as a ceiling tile or signage.

Client-specific impact definitions, examples or overrides

Agreed targets and cover

Enter one definite deadline per cell, its unit and the applicable calendar. All targets run from Clause 6 start. Enter N/A where no make-safe target applies; define a due date for by-arrangement work.

Priority	Response	Make safe	Resolution	Cover / calendar
P1				
P2				
P3				
P4				

DISCUSSION ONLY - not agreed targets. Response / make safe / resolution: P1 1-2 hours / 4 hours / 24 hours (24/7); P2 4 hours / 8 hours / 2 working days (agree cover); P3 2 working days / N/A / 10 working days; P4 by arrangement / N/A / 20 working days or a dated PM visit. Check staffing, geography and parts before committing.

Remote response allowed: priorities, conditions and evidence

Acceptance: explicit only / deemed after stated elapsed hours

If deemed: hours, recipient and evidence of delivery

Deemed acceptance is off unless expressly completed above. No objection period can deem an unfinished repair complete. If the Client objects in time, record the defect, keep the job visible and determine the actual resolution milestone.

Maintenance and contacts

Schedules D and E | Keep due dates and escalation ownership visible.

Schedule D. Planned maintenance and inspections

Record frequency and actual due dates/windows. Identify statutory inspections and their legal deadline or source. A statutory deadline cannot be extended by a contractual window; use zero tolerance where required. Visit notice and PM target are set in Clause 7.

Site / asset / task	Frequency / due date	Earliest / latest date	Statutory? Deadline / source

Schedule E. Contacts and escalation

Provide monitored numbers, deputies and cover. Include specialist subcontractors where applicable. Use roles and available contacts; do not rely on an unmonitored personal inbox.

Role / organization / trade	Name / deputy	Telephone / email / cover

Initial escalation: trigger / recipient / required update

Management escalation: trigger / recipient / decision authority

Escalate immediately where safety is at risk; otherwise use the agreed breach-warning and unresolved-incident triggers above. Emergency services and statutory reporting duties remain separate from this SLA.

Monthly performance report

Schedule F | A reusable reporting layout, linked to auditable work orders.

Reporting month / year

Prepared by / date

SLA reference / version

1. Compliance by priority and obligation

Enter met / due and %. Due means obligations with a contractual deadline in this month, including unfinished jobs due. Apply agreed pauses and cover. List older overdue jobs separately, without recounting them as new monthly events.

Priority Response: met / due (%)

Make safe: met / due (%)

Resolution: met / due (%)

P1

P2

P3

P4

Compliance = met / due x 100. If due is zero, report N/A, not 100%. Reconcile requests logged, prior open jobs, obligations due and remaining open jobs. Avoid a single blended SLA percentage.

PM completed in window / due (%)

Statutory on time / due; missed deadlines

2. Breaches and pauses

Attach the full export. For each breach or pause record priority, affected clock, timestamps, cause, evidence and corrective action. Keep approved exclusions visible.

Work order / asset / priority

Breach or pause / affected clock

Times / cause / evidence / action

3. Exceptions, credits and decisions

Assets with 3+ reactive calls this quarter / action

Open jobs older than 30 days / hold reason

Credit events, fee base, cap, amount and earn-back

Decision / owner / due date / next review

Report or export reference / attachment list: