

Service Level Agreement

Agreement Reference: SLA-2024-047 | Effective: 1 January 2024 | Review Date: 31 December 2024

1. Parties

This Service Level Agreement (SLA) is entered into between **Acme Solutions Ltd** (the 'Service Provider'), registered at 12 Innovation Park, London, EC2A 4RT, and **Brightfield Group plc** (the 'Client'), registered at 88 Commerce Way, Manchester, M2 3BX.

2. Scope of Services

The Service Provider agrees to deliver managed IT support services as defined in Schedule A of the Master Services Agreement dated 15 March 2023. Services include first-line helpdesk, infrastructure monitoring, and monthly performance reporting.

3. Service Availability

The Service Provider shall ensure system availability of no less than 99.5% measured monthly, excluding scheduled maintenance windows communicated at least 48 hours in advance. Availability calculations exclude events classified as force majeure.

4. Response and Resolution Times

Priority	Definition	Initial Response	Target Resolution
P1 – Critical	Complete service outage	15 minutes	4 hours
P2 – High	Major feature unavailable	1 hour	8 hours
P3 – Medium	Partial degradation	4 hours	2 business days
P4 – Low	Minor issue / query	1 business day	5 business days

5. Escalation Procedure

Where a P1 or P2 incident is not resolved within the target resolution time, the issue shall be automatically escalated to the Client's designated Account Manager and the Service Provider's Operations Director. Escalation notifications will be sent via email and SMS.

6. Reporting

The Service Provider will deliver a monthly performance report by the 5th working day of the following month. Reports will include uptime statistics, incident volumes by priority, resolution time averages, and

any SLA credits accrued.

7. SLA Credits

Where service availability falls below the guaranteed 99.5% threshold in any calendar month, the Client shall be entitled to a service credit calculated as 5% of the monthly fee for each 0.5% below the threshold, up to a maximum of 25% of the monthly fee.

8. Term and Termination

This SLA shall remain in force for the duration of the Master Services Agreement and will be reviewed annually. Either party may request an amendment to service levels by providing 30 days written notice.

Authorised Signatures

Service Provider: _____ Date: _____

Client Representative: _____ Date: _____