

## **SERVICE LEVEL AGREEMENT**

### **BETWEEN**

**Clustering Consultants Limited**

### **AND**

**XXXXXXX**

### **Summary of Service**

#### **Introduction**

This Service Level Agreement has been prepared to identify the areas of service and responsibility for the provision of support and project work to XXXXXXX by Clustering Consultants Limited. The remainder of this section provides a brief summary of the service.

#### **Service Overview**

Clustering Consultants Limited will provide without limitation the following services:

- i. Technical support for all IT hardware and software currently in use by XXXXXXX. This support will be provided either by an on-site visit or remotely e.g. telephone or remote access via the Internet. In all cases Clustering Consultants Limited will endeavour to minimise business disruption to XXXXXXX.
- ii. Specific service levels will be agreed with the customer, dependant on their requirements. In principle, Clustering Consultants expects to respond to urgent issues requiring on-site support within 4 hours, and telephone requests within 1 hour.
- iii. Advice on future IT requirements and, if so directed, will carry out any upgrades or improvements that are deemed necessary. In the case of extensive work a variety of options will be presented to XXXXXXX along with pricing for each option and a final recommendation.

Any software supplied by Clustering Consultants Limited will be appropriately licensed and Clustering Consultants Limited will supply evidence of this. However, Clustering Consultants Limited will not take responsibility for the licensing of software not provided by it and will therefore accept no liability for such software.

Clustering Consultants Limited will endeavour to always have the same engineer visiting a customer site, as it believes this provides for a better level of service.



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### **Cost of Service**

Clustering Consultants Limited shall provide detailed invoices including time, date, hours of work spent and nature of work.

On-site support work will be charged at £# per hour in 30 minute intervals. Telephone or other forms of remote support will be charged at £# per hour in 30 minute intervals.

### **Confidentiality**

Except as contemplated by the terms hereof or as required by applicable law or pursuant to an order of a court with competent jurisdiction, Clustering Consultants Limited shall ensure and procure that each of its employees, directors, officers, agents or representatives who provide a service to XXXXXXXX shall keep confidential all non-public information provided to it by XXXXXXXX and/or to which it has access as a result of the services provided hereunder and shall not disclose or otherwise make available such information to any third party. Clustering Consultants Limited agrees to be fully responsible for any breach of this provision by any of its employees, directors, officers, agents or representatives.

### **Agreement**

The representatives below agree this Service Level Agreement between XXXXXXXX and Clustering Consultants Limited.

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\_\_\_\_\_

#### **Director**

On behalf of Clustering Consultants Limited

#### **Office Manager**

On behalf of XXXXXXXX

Date: \_\_\_\_\_

Date: \_\_\_\_\_