

SERVICE LEVEL AGREEMENT

BETWEEN

First Computer Services Limited

AND

XXX

Introduction

This Service Level Agreement has been prepared to identify the areas of service and responsibility for the provision of IT support services to XXX, by First Computer Services Limited.

Duration

To be negotiated

Service Overview

First Computer Services Limited will provide without limitation the following services:

- Technical support for all IT hardware and software currently in use by XXX. This support will be provided either by an onsite visit or remotely, e.g. telephone or remote access via the Internet. In all cases First Computer Services Limited will endeavour to minimise business disruption to XXX.
- Specific service levels will be agreed with the customer, dependant on their requirements. In principle, First Computer Services expects to respond to urgent issues requiring onsite support within 2 hours.
- Telephone support will be available during office hours (09:00hrs – 18:00hrs Monday – Friday)
- 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 XXX along with pricing for each option and a final recommendation.

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

First Computer Services Ltd
3 Sainte Honorine du Fay Close
Swimbridge Barnstaple
Devon EX32 0PE

Tel: 01271 446105
Fax: 01271 446106
Mobile: 07866 373589
Email: enquiries@fcs-ltd.co.uk

www.fcs-ltd.co.uk

Cost of Service

First Computer Services Limited shall provide detailed invoices including time, date, hours of work spent and nature of work.

Onsite support work will be charged at £XXX per hour in 30 minute intervals (Minimum 1 hour). Telephone or other forms of remote support will be charged at £XXX per hour in 15 minute intervals.

Termination/Amendment

XXX will inform First Computer Services Limited in writing with 30 days notice should they wish to terminate or amend the contract. Similarly, First Computer Services Limited will inform XXX in writing with 30 days notice should they wish to terminate or amend the contract.

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, First Computer Services Limited shall ensure and procure that each of its employees, directors or representatives who provide a service to XXX shall keep confidential all non-public information provided to it by XXX 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. First Computer Services Limited agrees to be fully responsible for any breach of this provision by any of its employees, directors or representatives.

Agreement

The representatives below agree this Service Level Agreement between XXX and First Computer Services Limited.

Ivor Brown
Director

On behalf of First Computer Services Ltd

Date: _____

XXX
XXX

On behalf of XXX

Date: _____

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