

**Service-Level Engagement Letter**

| [Your Name]  [Your Address]  [City, State, ZIP]  [Email Address]  [Phone Number]  [Date] | [Client's Name]  [Client's Address]  [City, State, ZIP] |
| --- | --- |

Dear [Client's Name],

This letter confirms our agreement to provide professional services to you and outlines both parties' service-level expectations and responsibilities.

## Scope of Engagement

* + Describe the professional services to be provided in detail.
  + Specify any limitations or exclusions of the engagement.

## Service-Level Expectations

* + Define the specific service-level objectives, deliverables, and performance targets.
  + Specify the metrics or key performance indicators (KPIs) used to measure performance.
  + Include any response times, resolution times, or availability requirements.

## Responsibilities of [Your Company Name]

* + Describe the tasks and obligations that your company will undertake.
  + Specify the resources and expertise that will be allocated to the engagement.
  + Detail any reporting or communication requirements.

## Responsibilities of the Client

* + Describe the cooperation and information that the client is required to provide.
  + Specify any deadlines or deliverables required from the client.
  + Highlight any dependencies or prerequisites for the services to be delivered.

## Fees and Billing

* + Describe the fee structure, including any recurring fees or pricing models.
  + Specify any additional costs or expenses that may be billed.
  + Outline the payment terms and conditions, including due dates and accepted payment methods.

## Performance Review and Reporting

* + Describe the performance review and reporting procedures, including regular meetings or status updates.
  + Specify the format and content of performance reports.

## Intellectual Property

* + Address ownership and rights to intellectual property created during the engagement.

## Confidentiality

* + State the confidentiality obligations of both parties.
  + Highlight any exceptions or limitations to confidentiality.

## Term and Termination

* + Specify the duration of the engagement.
  + Outline the conditions for termination by either party.

## Governing Law and Jurisdiction

* + Specify the laws and jurisdiction that will govern the engagement.

## Dispute Resolution

* + Describe the procedures for resolving any disputes that may arise.

## Other Terms and Conditions

* + Include any additional terms and conditions that are relevant to the engagement.

Please review this engagement letter carefully. If you agree with the terms and conditions outlined herein, please sign and return a copy of this letter to indicate your acceptance. If you have any questions or require further clarification, please do not hesitate to contact us.

We are committed to delivering high-quality professional services and meeting the agreed service-level expectations. We are delighted to work with [Company name]

Yours sincerely,

[Your Name]

[Your Company Name]

**Accepted and agreed:**

Sign here

[Client's Name]

[Date]

Sign here