

Appendices

Appendix A - A format suitable for an internal Service Level Agreement

SERVICE LEVEL AGREEMENT

This Service Level Agreement (SLA) is between (internal provider) hereinafter referred to as 'the provider' and hereinafter referred to as 'the customer' for services from to (specify the time for which services are to be initially provided).

SERVICES TO BE PROVIDED

These are as stated and described in the attached specification.

TRANSFER PRICES

The following rates will be charged by the provider to the customer

£ per (plus VAT if applicable)

£ per (plus VAT if applicable)

£ per (plus VAT if applicable)

These rates will be increased by £ per for any additional services not included in the attached specification.

To provide for inflation the rates may be increased on each in accordance with the Index.

FACILITIES

The following information or documents will be made available by the customer to the provider at or before the times indicated and the places stated. The customer will also give the provider all other reasonable facilities required.

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CONTACT POINT FOR QUERIES

Provider Phone

Email Fax

Customer Phone

Email Fax

PAYMENT

The provider will invoice the Finance Director within days of the end of each and will, at the same time, send a copy invoice to the customer. The Finance Director will then charge the budget of the customer within days unless, in the interim, notice in writing has been given by the customer of an outstanding query by the customer to both the provider and the Director of Finance.

SERVICE CREDITS

Charges will be reduced by £for each occasion on which and by £for

DISPUTES

Disputes that cannot be resolved by the parties will be referred to for settlement.

SIGNED for the provider

(Name, position and date)

SIGNED for the customer

(Name, position and date)