

SERVICE RELATED

Service Level Agreement

Document Checklist for Service Related Agreements

For drafting a Service Level Agreement (SLA) defining the scope, quality and terms of services between a service provider and client.

Documents Required

- PAN card and business registration proof of the Service Provider and Client
- Details of services to be provided and scope of work
- Details of performance standards/metrics (uptime, response time, turnaround, etc.)
- Details of fees, payment terms and duration of the agreement
- Details of penalties/remedies for non-compliance with service levels
- Address proof of both parties
- Details of confidentiality/data protection requirements, if applicable

Note: The above list indicates commonly required documents. Additional documents may be requested depending on the specific terms and parties involved. Expert Registration confirms the exact requirement after a brief consultation.