

ISP Service Level Agreement



Prepared For:

Sample Primary School

Agreement Period:

1st April 2025 – 31st March 2028

(3 years based on carrier standard term)

1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between **Ed-IT Solutions (UK) LTD** and **Sample Primary School** for the provisioning of IT services required to support and sustain the school’s Internet Connection.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

The agreement also includes a series or 3rd party policies that you need to be aware of and agree to. Please visit <https://www.ed-itsolutions.com/school-isp-services>

Tick here to agree ☐

2. Goals & Objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer(s) by the Service Provider(s).

The goal of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider(s) and Customer(s).

The objectives of this Agreement are to:

- We aim to keep you online for 100% of term-time.
- In case of failure please see section 6.2 for response times
- Built-in redundancy if using our 2 line connection. (N/A in this instance)
- All hardware needed for getting your connection back online after failure is stocked and a backup of the latest configuration is kept on-site.
- Filtering – PREVENT duty compliant
- The firewall protects against attacks including DoS (Denial of Service) attacks, IP-based attacks and access by unauthorised remote systems.

3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the

Agreement and represent the primary stakeholders associated with this SLA:

IT Service Provider(s): **Ed-IT Solutions (UK) LTD.** ("Provider")

IT Customer(s): **Sample Primary School** ("Customer")

4. Periodic Review

This Agreement is valid from the Effective Date outlined herein and is valid until further notice.

This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The Business Relationship Manager ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

5. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

5.1. Service Scope

The following Services are covered by this Agreement;

- Telephone support
- Monitored email support
- Remote assistance using Remote Desktop and/or Virtual Private Network where available
- Planned or Emergency Onsite assistance (extra costs may apply)
- Monthly system health check

5.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Payment for ISP Services at the agreed price and interval (yearly)
- Reasonable availability of customer representative(s) when resolving a service related incident or request.

5.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.
- Appropriate notification to Customer for all scheduled maintenance.

5.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

6. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

6.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone/Email support : 8:30 A.M. to 5:00 P.M. Monday – Friday
- Calls/Emails received out of office hours will be collected, however no action can be guaranteed until the next working day.

6.2. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- 0-8 hours (during business hours) for issues classified as High priority.
- Within 48 hours for issues classified as Medium priority.
- Within 5 working days for issues classified as Low priority.

Remote assistance will be provided inline with the above timescales dependent on the priority of the support request.

6.3. Service Cancellation

Services are for the entirety of the agreement period. Cancellation must be made in writing 3 months prior to the end of the agreement.

Signed on behalf of Provider: _____



Date: _____

Signed on behalf of Customer: _____

Date: _____