

# Service Level Agreement

## 1. DEFINITIONS

- 1.1. "Agreement" refers to this Service Level Agreement (SLA), including all schedules, appendices, annexes, and any subsequent amendments.
- 1.2. "Party" refers to either the Service Provider or the Customer. "Parties" refers to both collectively.
- 1.3. "Service Provider" refers to \_\_\_\_\_.
- 1.4. "Customer" refers to \_\_\_\_\_.
- 1.5. "Services" refers to those described in Section 2.1.
- 1.6. "Data" refers to all information and content provided by the Customer for the purpose of this Agreement.

## 2. SERVICES

- 2.1. The Service Provider agrees to provide the Customer with the following services:

\_\_\_\_\_

## 3. SERVICE LEVELS

- 3.1. The Service Provider will ensure that the Services are provided to the Customer on a continuous and fault-free basis, as detailed in the Service Level Schedule attached to this Agreement.

## 4. DATA PROTECTION

- 4.1. The Service Provider shall comply with all relevant data protection laws and regulations, including but not limited to data storage, transfer, and processing of the Customer's Data.
- 4.2. The Service Provider shall ensure that appropriate security measures are in place to protect the Data against unauthorized or unlawful processing and against accidental loss, destruction, or damage.

## 5. LIABILITY

- 5.1. The Service Provider's total liability for any claim arising out of or in connection with this Agreement, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall not exceed the total amount paid by the Customer to the Service Provider under this Agreement during the 12 months immediately preceding the event giving rise to the claim.
- 5.2. Neither Party shall be liable to the other for any indirect or consequential loss or damage.

## 6. TERMINATION

# Sample Service Level Agreement Isp

**Richard Zurawski**

A red circular graphic with a gradient, appearing as a partial circle or a thick arc, located to the right of the name Richard Zurawski.

## **Sample Service Level Agreement Isp:**

### **Working at a Small-to-Medium Business or ISP, CCNA Discovery Learning Guide** Allan Reid, Jim

Lorenz, 2008-04-28 Working at a Small to Medium Business or ISP CCNA Discovery Learning Guide Working at a Small to Medium Business or ISP CCNA Discovery Learning Guide is the official supplemental textbook for the Working at a Small to Medium Business or ISP course in the Cisco Networking Academy CCNA Discovery curriculum version 4.1. The course is the second of four in the new curriculum teaches networking concepts by applying them to a type of network you might encounter on the job in a small to medium business or ISP. After successfully completing the first two courses in the CCNA Discovery curriculum, you can choose to complete the CCENT Cisco Certified Entry Network Technician certification exam which would certify that you have developed the practical skills required for entry level networking support positions and have an aptitude and competence for working with Cisco routers, switches, and Cisco IOS Software. The Learning Guide, written and edited by instructors, is designed as a portable desk reference to use anytime anywhere to reinforce the material from the course and organize your time. In addition, the book includes expanded coverage of CCENT/CCNA exam topics. The book's features help you focus on important concepts to succeed in this course:

- Chapter Objectives:** Review core concepts by answering the focus questions listed at the beginning of each chapter.
- Key Terms:** Refer to the lists of networking vocabulary introduced and highlighted in context in each chapter.
- The Glossary:** Defines each key term.
- Summary of Activities and Labs:** Maximize your study time with this complete list of all associated exercises at the end of each chapter.
- Check Your Understanding:** Evaluate your readiness with the end of chapter questions that match the style of questions you see in the online course quizzes. The answer key explains each answer.
- Challenge Questions and Activities:** Apply a deeper understanding of the concepts with these challenging end of chapter questions and activities. The answer key explains each answer.
- Hands on Labs:** Master the practical hands-on skills of the course by performing all the tasks in the course labs and additional challenge labs included in Part II of the Learning Guide.

Allan Reid is the curriculum lead for CCNA and a CCNA and CCNP instructor at the Centennial College CATC in Toronto, Canada. Jim Lorenz is an instructor and curriculum developer for the Cisco Networking Academy. How To Look for this icon to study the steps you need to learn to perform certain tasks:

- Interactive Activities:** Reinforce your understanding of topics with more than 30 different exercises from the online course identified throughout the book with this icon. The files for these activities are on the accompanying CD-ROM Packet Tracer Activities. Explore and visualize networking concepts using Packet Tracer exercises interspersed throughout most chapters. The files for these activities are on the accompanying CD-ROM. Packet Tracer v4.1 software developed by Cisco is available separately.
- Hands on Labs:** Master the practical hands-on skills of the course by working through all 42 course labs and 3 additional labs included in this book. The labs are an integral part of the CCNA Discovery curriculum; review the core text and the lab material to prepare for all your exams.

**Companion CD-ROM:** See instructions within the ebook on how to get access to

the files from the CD ROM that accompanies this print book The CD ROM includes Interactive Activities Packet Tracer Activity Files CCENT Study Guides IT Career Information Taking Notes Lifelong Learning

*Service Providers* Mary Helen Gillespie, 2002-10-23 A strategic guide to mastering service provider relationships Well known business management consultant and Boston Globe columnist Mary Helen Gillespie helps business and IT managers navigate through the confusing technology driven landscape of service providers Offering insight into the points of view for both the service provider and client Gillespie guides readers through available services from Internet access and applications service providers to wireless and networking services and IT management services Readers will find business models overviews of the enabling technologies coverage of economic and management issues and clear descriptions of service offerings within each provider type Most importantly decision makers will be able to choose the right service provider to meet their needs and develop strategic partnerships when outsourcing non core business functions

**Cases on Telecommunications and Networking** Khosrow-Pour, D.B.A., Mehdi, 2006-04-30 This book presents a wide range of the most current issues related to the planning design maintenance and management of telecommunications and networking technologies and applications in organizations Provided by publisher

*Virtual Private Networks* Dennis Fowler, 1999-05-21 Dennis Fowler provides an insightful view to both the business benefits and technical requirements to VPNs His examples of other customers experiences with VPNs breathe life into the discussion From the Foreword by Susan Scheer Aoko Cisco systems Inc Network dependent companies are excited by the benefits promised by the virtual private network including lower costs greater flexibility and improvements in connectivity But they also have questions What benefits are real How can they be measured What are the expenses and the dangers Virtual Private Networks Making the Right Connection is an intelligent introduction written especially for business and IT professionals who want a realistic assessment of what a VPN can provide for their organizations Covering advantages and risks this book expands your understanding of what you can do with a VPN while detailing all that implementing it will demand of you With its help you ll find your way through VPN hype to the answers you need to make sound decisions Features Thoroughly explains VPN concepts and technologies and examines the potential of VPNs as intranets extranets and remote access solutions Covers essential VPN topics like tunneling encapsulation encryption security and protocols Provides detailed points of comparison between typical VPN costs and the costs of maintaining traditional WANs Offers frank consideration of the hidden costs and risks sometimes associated with VPNs helping you decide if a VPN is right for you Lists and assesses the software and hardware products you may need to implement a VPN Discusses both Internet based VPNs and VPN services offered by providers of private ATM and frame relay networks detailing the pros and cons of each

**Networking Essentials** Jeffrey S. Beasley, Piyasat Nilkaew, 2018-02-26 Thoroughly updated to reflect the CompTIA Network N10 007 exam Networking Essentials Fifth Edition is a practical up to date and hands on guide to the basics of networking Written from the viewpoint of a working network administrator it requires absolutely no experience

with either network concepts or day to day network management Networking Essentials Fifth Edition guides readers from an entry level knowledge in computer networks to advanced concepts in Ethernet and TCP IP networks routing protocols and router configuration local campus and wide area network configuration network security wireless networking optical networks Voice over IP the network server and Linux networking This edition contains additional coverage of switch security troubleshooting IP networks authorization and access control best practices for disaster recovery network infrastructure configuration and management data traffic network analysis network security and VoIP It also covers approximately 250 new terms now addressed by CompTIA's N10-007 exam Clear goals are outlined for each chapter and every concept is introduced in easy to understand language that explains how and why networking technologies are used Each chapter is packed with real world examples and practical exercises that reinforce all concepts and guide you through using them to configure analyze and fix networks The companion web site features labs Wireshark captures and chapter quizzes KEY PEDAGOGICAL FEATURES NET CHALLENGE SIMULATION SOFTWARE provides hands on experience with entering router and switch commands setting up functions and configuring interfaces and protocols WIRESHARK NETWORK PROTOCOL ANALYZER presents techniques and examples of data traffic analysis throughout PROVEN TOOLS FOR MORE EFFECTIVE LEARNING AND NETWORK PREP including chapter outlines summaries and Network objectives WORKING EXAMPLES IN EVERY CHAPTER to reinforce key concepts and promote mastery KEY TERM DEFINITIONS LISTINGS AND EXTENSIVE GLOSSARY to help you master the language of networking QUESTIONS PROBLEMS AND CRITICAL THINKING QUESTIONS to help you deepen your understanding

*The Industrial Information Technology Handbook* Richard Zurawski, 2018-10-03 The Industrial Information Technology Handbook focuses on existing and emerging industrial applications of IT and on evolving trends that are driven by the needs of companies and by industry led consortia and organizations Emphasizing fast growing areas that have major impacts on industrial automation and enterprise integration the Handbook covers topics such as industrial communication technology sensors and embedded systems The book is organized into two parts Part 1 presents material covering new and quickly evolving aspects of IT Part 2 introduces cutting edge areas of industrial IT The Handbook presents material in the form of tutorials surveys and technology overviews combining fundamentals and advanced issues with articles grouped into sections for a cohesive and comprehensive presentation The text contains 112 contributed reports by industry experts from government companies at the forefront of development and some of the most renowned academic and research institutions worldwide Several of the reports on recent developments actual deployments and trends cover subject matter presented to the public for the first time

Network Routing, 2010-07-19 Network routing can be broadly categorized into Internet routing PSTN routing and telecommunication transport network routing This book systematically considers these routing paradigms as well as their interoperability The authors discuss how algorithms protocols analysis and operational deployment impact these approaches A unique feature of the book is consideration of both macro state and micro

state in routing that is how routing is accomplished at the level of networks and how routers or switches are designed to enable efficient routing In reading this book one will learn about 1 the evolution of network routing 2 the role of IP and E 164 addressing in routing 3 the impact on router and switching architectures and their design 4 deployment of network routing protocols 5 the role of traffic engineering in routing and 6 lessons learned from implementation and operational experience This book explores the strengths and weaknesses that should be considered during deployment of future routing schemes as well as actual implementation of these schemes It allows the reader to understand how different routing strategies work and are employed and the connection between them This is accomplished in part by the authors use of numerous real world examples to bring the material alive Bridges the gap between theory and practice in network routing including the fine points of implementation and operational experience Routing in a multitude of technologies discussed in practical detail including IP MPLS PSTN and optical networking Routing protocols such as OSPF IS IS BGP presented in detail A detailed coverage of various router and switch architectures A comprehensive discussion about algorithms on IP lookup and packet classification Accessible to a wide audience due to its vendor neutral approach

**CompTIA Cloud+ Certification Study Guide, Second Edition (Exam CV0-002)** Scott Wilson, Eric A. Vanderburg, 2018-03-19 Publisher's Note Products purchased from Third Party sellers are not guaranteed by the publisher for quality authenticity or access to any online entitlements included with the product The best fully integrated study system available Save 10% on any CompTIA exam voucher Coupon code inside With hundreds of practice exam questions CompTIA Cloud Certification Study Guide Second Edition covers what you need to know and shows you how to prepare for this challenging exam 100% complete coverage of all official objectives for exam CV0 002 Exam Readiness Checklist you're ready for the exam when all objectives on the list are checked off Exam Watch notes call attention to information about and potential pitfalls in the exam Exam at Work sidebars provide real world examples of cloud computing technologies in the workplace today Two Minute Drills for quick review at the end of every chapter Key Terms sections highlight and define the most important terms discussed in each chapter Simulated exam questions match the format topics and difficulty of the real exam Covers all exam topics including Cloud Computing Concepts Models and Terminology Disk Storage Systems Storage Networking Network Infrastructure Virtualization Components Virtualization and the Cloud Network Management Performance Tuning Systems Management Security in the Cloud Security Best Practices Business Continuity and Disaster Recovery Testing Automation and Changes Troubleshooting Digital content includes Test engine that provides full length practice exams or customized quizzes by chapter or by exam domain

**Designing ISP Architectures** John V. Nguyen, 2002 Architectural decisions are crucial to the success of any ISP because they will determine the cost effectiveness flexibility and scalability of the infrastructure used to deliver services Designing ISP Architectures is a start to finish best practices guide to effective ISP architectural design and implementation Leading ISP architect and consultant John V Nguyen uses a running case study to cover every step of the process formulating

design requirements establishing an architectural model creating and documenting both logical and physical designs selecting components and implementing the architecture you've defined Nguyen demonstrates how to create platform independent architectures that can support rapid growth in subscribership ongoing new product introductions low cost operation and effective management Along the way he identifies key tradeoffs and limitations offering practical guidance architects can use to optimize ISP infrastructure for any marketplace or application portfolio For every IT architect consultant and network professional responsible for designing or implementing ISP architectures

*CompTIA Cloud+ Certification All-in-One Exam Guide (Exam CV0-003)* Eric A. Vanderburg, 2021-07-30 Complete coverage of every objective for the CompTIA Cloud exam Take the CompTIA Cloud exam with confidence using this highly effective self study guide CompTIA Cloud TM Certification All in One Exam Guide Exam CV0 003 offers complete coverage of every topic on the latest version of the exam You'll find learning objectives at the beginning of each chapter exam tips in depth explanations and practice exam questions You will get in depth explanations of the latest cloud computing concepts models and terminology disk storage systems networking storage and infrastructure virtualization components security best practices and more Designed to help you pass the CV0 003 exam with ease this definitive guide also serves as an essential on the job reference Coverage includes DevOps Performance tuning Systems management Architecture and design Services and solutions Business continuity and disaster recovery Testing automation and changes Environment maintenance security and optimization Troubleshooting Online content includes 200 practice exam questions Interactive performance based questions Test engine that provides full length practice exams and customizable quizzes by chapter or exam objective

Proceedings, 2001

**Internet Performance and Control of Network Systems**, 2001

**Management Information Systems for the Information Age** Stephen Haag, 2006 Flexibility Choice Strength Flow Imagine choosing the best mix of chapters in a text the order you'll teach them then the extended learning items to reinforce the chapters The text will match your curriculum perfectly as if you had created it yourself That's what we've developed MIS for the Information Age 3 c e to do This text provides the best total solution for MIS Core chapters focus on the key principles while Extended Learning Modules take you deeper into the most important and innovative technology solutions And Skills Modules provide additional hands on learning An object oriented text for the MIS course

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**Internet Routing and Quality of Service** Raif O. Onvural,1998 Coverage in this volume includes service application management device performance delay video performance and service application management Gigabit Networks Paul Izzo,2000-02-16 An end to end guide to the technologies that will enable high speed networks of the future Increasingly end users are demanding that the enterprise network including LANs WANs intranet VPNs and the Internet functions seamlessly to provide critical business applications and services Today s networks must be able to accommodate applications that require enormous processing speed and low latency To ensure your network keeps pace with requirements you must make it more reliable and predictable and you must be able to provide more capacity Paul Izzo puts gigabit standards and technologies in perspective to help you upgrade or build a network capable of handling high bandwidth needs Covering technologies from Ethernet to cable modems and DSL Gigabit Networks will prepare you for enterprise networking in the Internet age Increasingly end users are demanding that the enterprise network including LANs WANs intranet VPNs and the Internet functions seamlessly to provide critical business applications and services Today s networks must be able to accommodate applications that require enormous processing speed and low latency To ensure your network keeps pace with requirements you must make it more reliable and predictable and you must be able to provide more capacity Paul Izzo puts gigabit standards and technologies in perspective to help you upgrade or build a network capable of handling high bandwidth needs Covering technologies from Ethernet to cable modems and DSL Gigabit Networks will prepare you for enterprise networking in the Internet age Key topics covered include Internet and multimedia application requirements Ethernet technologies through Gigabit Ethernet VPNs and security issues Routing and switching technologies vLANs Quality of service QoS versus class of service CoS Differentiated services diffserv RSVP Integrated services intserv Multiprotocol Label Switching MPLS Packets over SONET SDH Policy enabled networking and directory enabled networking Digital subscriber line DSL technologies Visit our Web site at <http://www.wiley.com/compbooks>

**CISSP All-in-One Exam Guide, Eighth Edition** Shon Harris,Fernando Maymi,2018-10-26 A new edition of Shon Harris bestselling exam prep guide fully updated for the new CISSP 2018 Common Body of KnowledgeThis effective self study guide fully prepares you for the challenging CISSP exam and offers 100% coverage of all exam domains This edition has been thoroughly revised to cover the new CISSP 2018 Common Body of Knowledge hot spot and drag and drop question formats and more CISSP All in One Exam Guide Eighth



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**Space/Terrestrial Mobile Networks** Ray E. Sheriff, 2004-06-07 Space Terrestrial Mobile Networks Internet Access and QoS Support covers the design of a Global Mobile Broadband System GMBS based on the results of the European Commission s Framework Programme 5 Information Society Technologies IST Project SUITED Many of the latest concept in mobility solutions network design techniques and internet technologies are presented The SUITED project has addressed a number of technical issues that are very much state of the art The presentation of such material in the form of a design of a real network provides a unique source of information This book Addresses the important topic of heterogeneous networks and the underlying technologies Describes how to design an integrated satellite terrestrial infrastructure where all the network components are fully merged together and integrated with the Internet Core network Presents the service scenarios and system requirements of the Global Mobile Broadband System GMBS Discusses the necessary QoS support and defines the novel admission control scheme Gauge Gate Reservation with Independent Probing GRIP Covers mobility management including Mobile IP support and a QoS Support Module QASM Describes the functional and network architectures and presents signalling protocols for mobility management in GMBS Presents the design of signalling protocols and their implementation using the Specification and Description Language SDL Space Terrestrial Mobile Networks Internet Access and QoS Support has an accessible and practical approach to the subject and addresses in detail the important topic of heterogeneous networks and the underlying technologies that make this concept possible *Network Magazine*, 2004

[Using Microsoft Windows XP Professional Edition](#) Robert Cowart, Brian Knittel, 2003 The only Windows XP Professional book you need Finally the Windows NT 2000 line of products sports the elegance and usability of Windows 95 98 Me Windows XP Professional is the operating system for which power users have pined since NT 4 was released in 1996 Like most corporate operating systems however early corporate adoptions have been slow as corporations wait for Microsoft service patches to shore up the inevitable security networking and usability bugs that plague every new Microsoft OS SP 1 delivers just that and promises to usher in a wave of corporate adoptions More than 45 minutes of video from Brainsville com This personal seminar introduces the viewer to Windows XP and demonstrates how to use it covering topics ranging from mastering the new XP user interface to how to set up and fine tune a local area network

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## Sample Service Level Agreement Isp Introduction

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