Service Level Agreement (SLA) for [Your AI Service/Product Name]

This Agreement is made effective as of [Date], by and between Mastermind AI, hereinafter referred to as the "Service Provider," and [Client's Name], hereinafter referred to as the "Client."

1. Service Scope

➔ Description: The Service Provider agrees to provide AI-related services, which include [detailed description of services, e.g., AI model development, deployment, maintenance, etc.].

2. Service Availability

➔ Standard: The Service Provider guarantees a monthly uptime percentage of [XX]%, excluding scheduled maintenance times.

➔ Scheduled Maintenance: Regularly scheduled maintenance will occur during the window of [time] on [day]. Clients will be notified [time period] in advance.

3. Support

➔ Support Hours: Support will be available during the hours of [time] to [time] on [days].

➔ Response Time: The Service Provider will respond to service-related incidents and/or requests submitted by the Client within [XX hours or minutes].

4. Performance Metrics

➔ Metrics: Service performance will be assessed using the following metrics: [list metrics, such as response time, resolution time, system availability, etc.].

5. Reporting

➔ Reports: The Service Provider will provide the Client with regular service performance reports on a [weekly/monthly/quarterly] basis.

6. Service Management

➔ Review Meetings: Both parties agree to hold [monthly/quarterly] review meetings to discuss service performance and potential improvements.

7. Confidentiality and Security

➔ Data Protection: The Service Provider will adhere to the highest standards of data protection and will ensure the security and confidentiality of the Client's data.

8. Compensation and Penalties

➔ Service Credits: In the event of service level failures, the Client is entitled to compensation in the form of service credits. [Detail the calculation and conditions for service credits].

9. Limitations

➔ This SLA and any service level penalties do not apply to any performance issues:
   ◆ Caused by factors outside of the Service Provider's reasonable control;
   ◆ That resulted from any actions or inactions of the Client or third parties;
   ◆ That resulted from the Client's equipment and/or third-party equipment.

10. Amendments

➔ Changes: This SLA may be amended by mutual consent of both parties. Written notice of amendments will be provided by [method of communication].

11. Termination

➔ Termination Clause: Either party may terminate this Agreement with a notice of [time period] days for any reason.

12. Governing Law

➔ This SLA shall be governed by the laws of Pennsylvania.

IN WITNESS WHEREOF, the parties have executed this Service Level Agreement as of the date first above written.

Mastermind AI, Signature: _____

Client Signature: _____