

# Service Level Agreement

**BETWEEN**

**[Bloom Tech Support] and [Crown Game Center]**

**PARTIES**

This Service Level Agreement, dated Nov 7, 2022, is made by and between [Alia Cruise] of [Bloom Tech Support] at 37/B Midpoint Road, Park Street, Las Vegas 894567 and [Gary Moore] of [Crown Game Center] at 9865 Rose Avenue, Barry Street, Nebraska, Nebraska 34759, collectively referred to as "Parties"

## Services and Support Covered

Whereas, the Client depends on IT equipment, software, and services (IT Systems") that are provided, updated, and maintained by the Service Provider. Some of these items are required to ensure the success of various business transactions and operations.

Whereas, the Service Provider and the Client agree to enter into this Agreement with the understanding that each party has obligations and roles. Henceforth, the Parties with confidence and consideration, accept the terms and conditions stipulated in this Agreement.

The Service Provider agrees to perform and complete the following services ("Services") for the IT Systems in a timely, efficient, and professional manner.

- Record and closely monitor the problems, queries, and concerns of the Client;
- Provide or discuss the resolution and answers to the issues mentioned by the Client in less than ten minutes; and
- Send technical and management reports to the designated representatives to inform them about ongoing issues and their resolution.

## Terms and Conditions

### • Term and Termination

This Agreement shall be effective for five (5) years, starting on 07 Nov, 2022, and terminate on Nov 5, 2027. The Client may renew this Agreement for another Term.

### • Service Level and Credit

The Service Provider shall be accountable for providing and rendering services to the Client during the Term of this Agreement. The Service Provider shall meet the service level performance criteria as stated below:

- Resolution Rate: 94% to 100%
- Call Handling Time: 5 minutes to 8 minutes

# Service Support Agreements

**M Woodhall**



## Service Support Agreements:

*Position Classification Standards* United States. Office of Personnel Management. Office of Classification,1990  
**Newsletter** ,1976    **Army Logistician** ,1976 The official magazine of United States Army logistics    *Annual Historical Review* United States. Army Materiel Command. Historical Office,1987    Annual Department of Defense Bibliography of Logistics Studies and Related Documents United States. Defense Logistics Studies Information Exchange,1986    **Department of Defense Authorization for Appropriations for Fiscal Year 1998 and the Future Years Defense Program: Personnel** United States. Congress. Senate. Committee on Armed Services,1997  
Administration ,1966    *Materiel Resources Management* ,1986    **New York Court of Appeals. Records and Briefs.** New York (State).,    *Lawyers' Reports Annotated* ,1902    Crossroads Ford Truck Sales, Inc. V. Sterling Truck Corporation ,2010    Railways Act, 1921. National Wages Board [Decisions] Great Britain. National Wages Board (Railways),1926    **The Massachusetts register** ,1988    **Waste Age** ,1997-07 The official magazine of Waste Expo  
Treaties and Agreements with and Concerning China, 1919-1929 Carnegie Endowment for International Peace. Division of International Law,1929    **A Research in Family Law** Albert Charles Jacobs,Robert Cooley Angell,1930 During the course of the last several years the first and the third of these functional divisions of substantive law have been blocked out and developed by the members of the faculty of the Columbia Law School Practically the entire field of family law however had to be explored anew The report which we hereby submit is the first step in this field of exploration p 4    **"Code of Massachusetts regulations, 1997"** ,1997 Archival snapshot of entire looseleaf Code of Massachusetts Regulations held by the Social Law Library of Massachusetts as of January 2020    *"Code of Massachusetts regulations, 1998"* ,1998 Archival snapshot of entire looseleaf Code of Massachusetts Regulations held by the Social Law Library of Massachusetts as of January 2020    Current Law ,1905    New York Standard Civil Practice Service Desk Book New York (State),1999

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