



Service Level Agreement (SLA)

This Service Level Agreement (“Agreement”) is entered into as of [Effective Date], by and between [Owner Entity Name] (“Owner”) and Eletto Team, LLC (“Manager”). This Agreement defines the management services to be provided by Manager while Owner retains full ownership and strategic control of the business.

1. Scope of Services

Manager will provide day-to-day operational management including operations oversight, staffing support, financial management, customer experience leadership, and technology enablement.

2. Term

The initial term shall be twenty-four (24) to thirty-six (36) months, extendable by mutual agreement. Either party may terminate with ninety (90) to one hundred eighty (180) days written notice.

3. Fees

Owner shall compensate Manager as follows:

- Fixed Monthly Management Fee: \$[X]
- Optional Performance Incentive: [X-Y]% of incremental EBITDA improvement over baseline

4. Governance & Authority

Owner retains full ownership and strategic authority. Manager is authorized to make routine operational decisions within agreed parameters. Extraordinary decisions require Owner approval.

5. Legal & Confidentiality

All proprietary information shall remain confidential. Manager operates as an independent contractor. This Agreement is governed by the laws of the State of [State].

Example Schedule A — Performance Metrics & Reporting

A. Financial Performance Metrics

- Revenue growth target: [X]% year-over-year
- Gross margin improvement: [X] basis points
- EBITDA margin target: [X]%
- Monthly budget vs. actual variance reporting

B. Operational Metrics

- Technician utilization rate: [X]% or greater
- On-time service completion rate: [X]%+
- First-time fix rate: [X]%+
- Route density improvement target: [X]%

C. Customer Experience Metrics

- Customer retention rate: [X]% or greater
- Net Promoter Score (NPS) target: [Score]
- Customer complaint resolution within [X] hours
- Recurring contract penetration rate: [X]%

D. People & Culture Metrics

- Annual employee turnover below [X]%
- 100% completion of required training programs
- Leadership bench development milestones
- Safety and compliance adherence

E. Reporting & Review Cadence

- Weekly operational dashboard
- Monthly financial and KPI reporting
- Quarterly strategic review meetings
- Annual operating plan and budget refresh