*POLAR VIEW SERVICE LEVEL AGREEMENT*

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| **Service:** | |
| **Service Provider:** | |
| **Service Recipient:** | |
| **Description of Service/Products:** | |
| **Service Period:** | |
| **Frequency of Delivery** | |
| **Turnaround Time** | |
| **Delivery Mode** | |
| **Support Service Specifications** | |
| **Acceptance Criteria - Ordering and Cancellation** | |
| **Acceptance Criteria - Delivery and Quality** | |

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| **Terms of Access to Service/Products** | |
| **Equipment to be Provided to Service Provider** | |
| **Software to be Provided to Service Provider** | |
| **Terms of Access to Service Recipient's Data/Infrastructure** | |
| **Targeted Service Model** | |
| **Responsibilities of Service Recipient** | The Service Recipient agrees to integrate the service/products received within the Service Recipient's operational mandate, to complete service utility evaluation, to provide service validation support, and to endorse the service/participate in promotional activities where appropriate. |
| **Responsibilities of Service Provider** | The Service Provider agrees to provide the service to the specified acceptance criteria.<br><br>DISCLAIMER<br>The Service Provider and collaborating organizations offer no warranties or representations with respect to the SERVICE, either expressed or implied. In no event will the Service Provider and collaborating organizations have any obligation arising from contract or tort, or for loss of revenue or profit, or for indirect, special, incidental or consequential damages arising from the use of this information and hereby disclaims any responsibility for the accuracy, or lack thereof, of this information. |

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For Service Provider For Service Recipient

Date: _____ Date: _____