

# Telecom Vendor Accountability and Results Assessment

Date: [Insert Date]

To: [Vendor Name]

Address: [Vendor Address]

Dear [Vendor Contact Name],

Subject: Accountability and Results Assessment for [Period/Project Name]

We are writing to formally assess your performance as a telecom vendor for the period of [insert period]. This letter outlines our evaluation based on agreed metrics, performance deliverables, and overall satisfaction.

## Performance Metrics

- Service Uptime: [xx%]
- Response Time: [xx hours]
- Issue Resolution Rate: [xx%]

## Deliverables

During the assessment period, you were responsible for the following deliverables:

- [Deliverable 1]
- [Deliverable 2]
- [Deliverable 3]

## Overall Assessment

Our evaluation indicates that while you met many of the agreed-upon benchmarks, there are areas that require improvement, particularly in [insert specific areas].

## Next Steps

We recommend a meeting to discuss our findings and develop a corrective action plan. Please contact us by [insert date] to schedule this meeting.

Thank you for your attention to this matter. We look forward to your prompt response.

Sincerely,

[Your Name]

[Your Title]

[Your Company]

[Your Contact Information]