

Vendor Service Level Agreement Clarification

Date: [Insert Date]

To: [Vendor Name]

From: [Your Name]

[Your Title]

[Your Company Name]

[Your Company Address]

Dear [Vendor Contact Name],

I hope this message finds you well. I am writing to seek clarification regarding certain aspects of our current Service Level Agreement (SLA) dated [Insert SLA Date]. We want to ensure that both parties have a clear understanding of the agreed-upon terms and expectations.

Specific Areas of Clarification

- **Response Times:** Could you provide detailed information on the response times for various service requests?
- **Service Availability:** What are the specific uptime commitments associated with the services provided?
- **Penalties for Non-Compliance:** Can you clarify the penalties outlined for failure to meet service levels?

We appreciate your cooperation in addressing these points to ensure a successful and mutually beneficial partnership. Please feel free to contact me directly at [Your Phone Number] or [Your Email Address] to discuss this further.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]