

Service Level Agreement Negotiation

Date: [Insert Date]

To: [Vendor Company Name]

From: [Your Company Name]

Subject: Negotiation of Service Level Agreement (SLA)

Dear [Vendor Contact Name],

We hope this message finds you well. As part of our ongoing partnership, we would like to initiate negotiations regarding the Service Level Agreement (SLA) we currently have in place with [Vendor Company Name].

In reviewing our existing agreement, we believe that adjustments can be made to better align with our evolving business needs, as well as to enhance the overall service delivery experience. We are particularly interested in discussing the following key areas:

- Service Availability and Performance Metrics
- Response Times and Resolution Times
- Penalties for Non-Compliance
- Reporting and Review Processes

We propose to schedule a meeting to delve deeper into these points and explore mutually beneficial solutions. Please let us know your available times over the next week for this discussion.

Thank you for your attention to this matter. We look forward to your prompt response and to working together to finalize an updated SLA that serves both parties well.

Sincerely,

[Your Name]

[Your Job Title]

[Your Company Name]

[Your Contact Information]