

# Vendor Service Level Expectations

Date: [Insert Date]

To: [Vendor Name]

From: [Your Company Name]

Subject: Service Level Expectations

Dear [Vendor Contact Name],

We appreciate your partnership and the services you provide to [Your Company Name]. To ensure a successful collaboration, we would like to outline our service level expectations in the following areas:

## 1. Service Availability

Services should be available [Insert Availability Hours, e.g., 24/7, business hours, etc.]. Any changes must be communicated at least [Insert Notice Period].

## 2. Response Time

Response to support inquiries should be within [Insert Response Time, e.g., 1 hour, 24 hours, etc.].

## 3. Performance Metrics

Key performance indicators (KPIs) will be monitored and reviewed quarterly. The agreed KPIs include:

- [Insert KPI 1, e.g., Service Uptime]
- [Insert KPI 2, e.g., Incident Resolution Time]
- [Insert KPI 3, e.g., Customer Satisfaction Score]

## 4. Reporting

Monthly performance reports should be provided by the [Insert Date], outlining incursion incidents, resolutions, and overall service performance.

We look forward to your acknowledgment of these expectations and appreciate your commitment to maintaining the quality of service our partnership relies on.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]