

Vendor Agreement Clarification

Date: [Insert Date]

To: [Vendor Name]

From: [Your Company Name]

Subject: Clarification of Service Level Expectations

Dear [Vendor Contact Name],

We hope this message finds you well. We are reaching out to clarify certain aspects of our existing vendor agreement regarding service level expectations. It is important for us to ensure mutual understanding and alignment as we continue our partnership.

1. Service Level Objectives

We would like to confirm the following service level objectives:

- Response time for support inquiries: [Specify Time Frame]
- Resolution time for service issues: [Specify Time Frame]
- Quality of service metrics: [Specify Details]

2. Reporting and Review

Additionally, we intend to implement regular performance reviews. We propose the following schedule:

- Monthly performance reports due by [Specify Date]
- Quarterly review meetings to assess service quality

3. Escalation Process

Lastly, we would like to discuss the escalation process for unresolved issues. Please confirm:

- The designated escalation contacts
- Timeline for escalation procedures

We appreciate your attention to these clarifications and look forward to your prompt response. Should you have any questions, please do not hesitate to reach out.

Thank you for your cooperation.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]