

# Vendor Maintenance Service Level Expectations

Dear [Vendor Name],

We appreciate your partnership and commitment to delivering quality service. To ensure a successful collaboration, we would like to outline our service level expectations for vendor maintenance.

## 1. Response Time

All requests for maintenance services should be acknowledged within [X hours] and addressed within [X hours/days].

## 2. Service Quality

We expect all maintenance tasks to be completed per industry standards with minimal disruption to our operations.

## 3. Communication

Please provide regular updates throughout the maintenance process to ensure transparency and clear communication.

## 4. Reporting Issues

Any unresolved issues must be reported immediately, along with a proposed action plan to remediate the problem.

## 5. Feedback and Review

We will conduct regular reviews of your service to evaluate performance and facilitate continuous improvement.

Thank you for your attention to these expectations. We look forward to our continued collaboration.

Sincerely,

[Your Name]  
[Your Title]

[Your Company]  
[Contact Information]