

Service Level Agreement Confirmation

[Your Company Name]

[Your Company Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

Date: [Insert Date]

[Client Name]

[Client Company Name]

[Client Address]

[City, State, Zip Code]

Subject: Confirmation of Service Level Agreement

Dear [Client Name],

We are pleased to confirm our Service Level Agreement (SLA) dated [Insert SLA Date] between [Your Company Name] and [Client Company Name]. This agreement outlines the service expectations and responsibilities of both parties to ensure a successful partnership.

The key elements of the SLA are as follows:

- Service Description: [Insert Service Description]
- Service Availability: [Insert Availability Details]
- Response Times: [Insert Response Time Details]
- Escalation Procedures: [Insert Escalation Procedures]
- Reporting and Review Process: [Insert Reporting Details]

We appreciate your trust in our services, and we are committed to delivering the highest level of service to meet your needs.

Please confirm your acceptance of this service level agreement by signing below:

[Client Name]

[Client Title]

Thank you for choosing [Your Company Name]. If you have any questions, please feel free to contact us at [Your Phone Number] or [Your Email Address].

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]