

Service Level Agreement Enhancement Notification

Dear [Recipient's Name],

We hope this message finds you well. We are writing to inform you of an enhancement to our Service Level Agreement (SLA) that will take effect on [Effective Date]. This enhancement aims to improve our service delivery and ensure we continue to meet your expectations.

The key changes to the SLA include:

- Improved response times for support queries.
- Increased availability of our services from [Current Availability] to [New Availability].
- Introduction of new performance metrics to better evaluate service effectiveness.

We believe these enhancements will provide you with a better experience and further strengthen our partnership. A detailed document outlining all changes will be shared with you shortly.

If you have any questions or require further information, please do not hesitate to contact us at [Contact Email] or [Contact Phone Number].

Thank you for your continued support.

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]