

Service Level Agreement Audit Notification

Date: [Insert Date]

To: [Recipient Name]

[Recipient Title]

[Company Name]

[Company Address]

Dear [Recipient Name],

We are writing to inform you that an audit of the Service Level Agreement (SLA) between [Your Company Name] and [Recipient Company Name] is scheduled to take place on [Insert Audit Date]. The purpose of this audit is to ensure compliance with the agreed-upon terms and to evaluate the performance metrics as outlined in the SLA.

During this audit, we will review the following areas:

- Performance Metrics
- Service Availability
- Response and Resolution Times
- Incident Management

We kindly request your cooperation in providing the necessary documentation and access to relevant systems to facilitate this process. Please prepare the required data for review by [Insert Due Date].

If you have any questions or require further clarification, please do not hesitate to contact me at [Your Phone Number] or [Your Email Address].

Thank you for your attention to this matter. We look forward to your cooperation.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Your Company Address]