

Service-Level Agreement Clarification

Date: [Insert Date]

[Your Name]
[Your Position]
[Your Company Name]
[Your Address]
[City, State, ZIP Code]

[Recipient Name]
[Recipient Position]
[Recipient Company Name]
[Recipient Address]
[City, State, ZIP Code]

Dear [Recipient Name],

I hope this message finds you well. I am writing to seek clarification regarding specific elements of the Service-Level Agreement (SLA) we entered into on [Insert Date of SLA].

To ensure that both parties have a mutual understanding, I would appreciate clarification on the following points:

- [Point 1: Description]
- [Point 2: Description]
- [Point 3: Description]

Understanding these elements will help us to meet our obligations effectively and ensure a successful partnership. Please feel free to provide additional information or documentation that may assist in clarifying these aspects.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]
[Your Position]
[Your Company Name]
[Your Contact Information]