

Service Level Agreement Revision

Date: [Insert Date]

To: [Recipient's Name]

[Recipient's Title]

[Recipient's Company]

[Recipient's Address]

Dear [Recipient's Name],

We are reaching out to formally announce the revision of the Service Level Agreement (SLA) between [Your Company Name] and [Recipient's Company Name]. The revised SLA is intended to enhance our collaboration and ensure that we are aligned with our mutual objectives.

The key amendments include:

- Increased response times for support tickets.
- Updated performance metrics based on recent evaluations.
- Changes in operational hours.

We believe these revisions will lead to improved service delivery and better overall performance. The revised SLA document is attached for your review.

Please feel free to reach out if you have any questions or require further clarification. We appreciate your partnership and look forward to continuing our work together under the revised terms.

Best regards,

[Your Name]

[Your Title]

[Your Company Name]

[Your Contact Information]