

Service Level Agreement Renewal

Date: [Insert Date]

[Client Name]

[Client Address]

[City, State, Zip Code]

Dear [Client Name],

We hope this message finds you well. We are writing to inform you that your current IT Service Level Agreement (SLA) is set to expire on [Insert Expiration Date]. We have appreciated the opportunity to work with you and are eager to continue providing our services.

As part of your renewal, we would like to propose the following terms:

- Service Level Objectives: [Details]
- Response Time: [Details]
- Support Hours: [Details]

Please review the terms and let us know if you have any questions or require further adjustments. We are committed to ensuring that our partnership continues to meet your organization's needs.

To confirm your renewal, please sign and return the attached document by [Insert Due Date].

Thank you for your continued trust in our services. We look forward to another successful term of collaboration.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]