

Service Level Agreement Termination

Date: [Insert Date]

[Recipient Name]

[Recipient Address]

[City, State, Zip Code]

Dear [Recipient Name],

We are writing to formally notify you of the termination of the Service Level Agreement (SLA) dated [Insert SLA Date] between [Your Company Name] and [Recipient Company Name]. This decision has been made due to your continued failure to meet the agreed-upon performance metrics outlined in the SLA.

Despite multiple discussions and attempts to resolve the performance issues, the following key metrics have not been consistently met:

- [Metric 1 with details]
- [Metric 2 with details]
- [Metric 3 with details]

As per Clause [Insert Clause Number] of the SLA, we are exercising our right to terminate this agreement effective immediately. Please regard this letter as your official notice of termination.

We appreciate the efforts you have made during our partnership; however, it is essential for us to align our services with performance standards that meet our operational needs.

Please ensure that all outstanding matters, including the return of any company property and settlement of accounts, are addressed within [insert a specific time frame, e.g., 30 days].

If you have any questions or require further clarification, please do not hesitate to contact me at [Your Contact Information].

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Your Company Address]

[City, State, Zip Code]