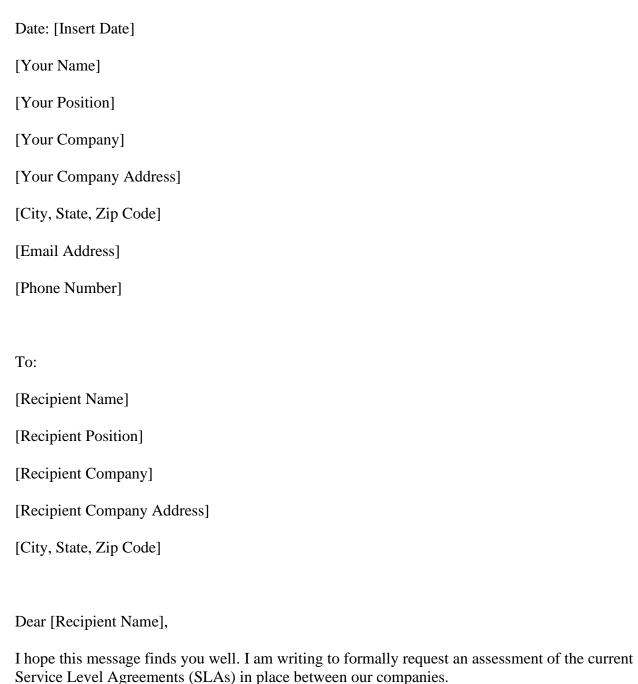
Service Level Agreement Assessment Request



As we strive for continuous improvement and alignment of our service expectations, a thorough review of the SLAs will help us identify any areas for enhancement. We are particularly interested in evaluating the following aspects:

- Performance metrics
- Response times

• Corrective actions and penalties

We would appreciate your prompt attention to this matter and look forward to your feedback. Please let us know a convenient time for you to discuss this assessment further.

Thank you for your cooperation.

Sincerely,
[Your Name]
[Your Position]

[Your Company]