

[Your Company Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]

[Date]

[Recipient Name]
[Title]
[Service Provider Company Name]
[Address]
[City, State, Zip Code]

RE: FORMAL NOTICE OF BREACH OF SERVICE LEVEL AGREEMENT (SLA)

Dear [Recipient Name],

This letter serves as formal notice that [Service Provider Company Name] is in breach of the Service Level Agreement (SLA) dated [Date of Agreement], associated with the [Name of Service] provided to [Your Company Name].

Specifically, the following service level failures have occurred:

- **Service Metric:** [e.g., Uptime Percentage / Response Time]
- **Required Level:** [e.g., 99.9% / 4 hours]
- **Actual Performance:** [e.g., 95% / 12 hours]
- **Period of Failure:** [Insert Dates/Times]

Under Section [Insert Section Number] of our Agreement, these failures constitute a breach of your performance obligations. As a result of this breach, [Your Company Name] is entitled to the following remedies:

1. **Service Credits:** We calculate a total credit of \$[Amount] due for the period mentioned above.
2. **Corrective Action:** A formal "Root Cause Analysis" (RCA) and a written plan to prevent future recurrences.
3. **Restoration:** Immediate restoration of services to the agreed-upon standards.

Please acknowledge receipt of this letter within [Number] business days. We request that the service credits be applied to our next invoice and that the corrective action plan be submitted to us by [Date].

Failure to remedy this breach or provide the requested credits may result in further action, including but not limited to contract termination for cause or legal proceedings to recover damages.

We value our partnership and look forward to your prompt resolution of this matter.

Sincerely,

[Your Signature]

[Your Printed Name]

[Your Title]