[Company Name]

[Company Address]

[City, State, ZIP Code]

**Subject: Notification of Non-Compliance with Service Level Agreement (SLA)**

Dear [Vendor’s/Service Provider’s Name],

We are writing to formally notify you of non-compliance with the terms outlined in the Service Level Agreement (SLA) dated [AGREEMENT DATE] between [COMPANY NAME] and [Vendor/Service Provider Name].

**Details of Non-Compliance:**

* SLA Metric: [*Specify the SLA requirement, e.g., “Response time of 2 hours for critical incidents.”*]
* Issue Identified: [*Describe the issue, e.g., “The response time for Ticket ID #12345 exceeded 6 hours.”*]
* Date and Time of Incident: [*Provide date and time of the incident.*]

**Impact of Non-Compliance**:

The deviation from the agreed-upon SLA has resulted in [*briefly describe the impact, e.g., “service interruptions,” “customer dissatisfaction,” “operational delays,” etc.*].

**Required Actions**:

To address this issue, we request the following:

1. Explanation: Please provide a detailed explanation of the cause of the non-compliance by [SPECIFIC DATE].
2. Corrective Actions: Outline the steps you are taking to prevent recurrence of such incidents.
3. Compliance Assurance: Confirm your commitment to meeting SLA requirements going forward.

We expect a response by [SPECIFIC DATE] detailing your plan to rectify this situation. Please direct your response to [Name, Title] at [Email Address/Phone Number].

We value our partnership and trust that you will take immediate steps to address this matter. Thank you for your prompt attention.

Yours sincerely,

……………………………………………………….

[NAME]

[TITLE]

[COMPANY NAME]