

[Date]

[Contact Name]

[Contact Title]

[Service Provider Name]

[Address Line 1]

[Address Line 2]

**RE: Notice of Service Level Agreement (SLA) Non-Compliance**

Dear [Contact Name],

This letter serves as formal notification that [Service Provider Name] is currently in breach of the Service Level Agreement (SLA) established under the contract dated [Contract Date] for [Project/Service Name].

Based on our performance monitoring for the period of [Start Date] to [End Date], the following service levels were not met:

- **Service Metric:** [e.g., System Uptime]  
Required Level: [e.g., 99.9%]  
Actual Level: [e.g., 95.0%]
- **Service Metric:** [e.g., Incident Response Time]  
Required Level: [e.g., 4 Hours]  
Actual Level: [e.g., 12 Hours]

These failures have impacted our business operations by [Briefly describe impact]. Pursuant to Section [Section Number] of our agreement, we request a formal Remediation Plan detailing the following:

1. The root cause of the service failures.
2. Corrective actions taken to prevent recurrence.
3. A timeline for restoring services to the agreed-upon levels.
4. The calculation of service credits or penalties due as per the contract.

Please provide this written Remediation Plan by [Due Date]. We value our partnership and look forward to resolving these performance issues promptly.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]