

SLA Credit / Rebate Policy

Telecom, ISP & Cable

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Draft an SLA credit/rebate policy for business and enterprise customers — how downtime is measured, the credit slabs, claim process and caps, and exclusions — so credits are fair, automatic and dispute-free. Fill in your inputs below.

Purpose of this tool & output

A fair, automatic downtime credit policy

How the output is used

Use it to publish a fair, automatic downtime credit policy — thresholds, credit slabs and how customers claim.

Who receives it

Customers on SLA-backed plans (usually enterprise/leased-line) — published in the service terms and applied automatically; internally, billing and support own it.

Important cautions

AI-generated policy; legal review advised.

Companion documents

- Grievance Redressal SOP
- Customer / Citizen Charter
- Churn Reduction Plan
- Support Call & Chat Scripts
- NPS & Satisfaction Survey Builder
- Complaint Response Templates

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.