

Service Level Agreement (SLA) Policy

Telecom, ISP & Cable

Document type: Policy · Generated 13 Oct 2026

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 a customer-facing SLA policy for your broadband or enterprise service — uptime targets, restoration timelines, credit/rebate schedule for breaches, exclusions and measurement method — that is fair and enforceable. Fill in your commitments below.

Purpose of this tool & output

Publish clear uptime and restoration commitments

How the output is used

Use it to publish clear uptime and restoration commitments that set customer expectations and back your SLA credits.

Who receives it

Customers (published in the service terms) and your delivery/support teams who must meet the commitments.

Important cautions

AI-generated SLA; have it legally reviewed before publishing.

Companion documents

- ISP / Broadband Business Setup Guide
- ISP Business Plan Builder
- FTTH Rollout Plan
- NOC Operations SOP
- Subscriber Onboarding Kit
- Broadband Plan & Bouquet Designer

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.