Service Outage Response and Compensation Policy

Document Version: 1.5

Effective Date: January 1, 2024

Department: Operations & Customer Success

# 1. Policy Overview

This policy defines our commitment to service reliability and establishes clear compensation guidelines for service outages that impact our customers.

# 2. Service Level Definitions

Service outages are classified as:  
• Complete Service Outage: 100% service unavailability  
• Partial Service Outage: Degraded performance affecting >50% of features  
• Minor Service Degradation: Performance issues affecting <50% of features

# 3. Compensation Matrix

|  |  |  |  |
| --- | --- | --- | --- |
| Outage Duration | Standard Customers | Premium Customers | Enterprise Customers |
| 0-2 hours | No compensation | Service credit | Service credit |
| 2-6 hours | Service credit | Partial refund | Partial refund |
| 6-12 hours | Partial refund | Full refund | Full refund + credit |
| 12-24 hours | Full refund | Full refund + credit | Full refund + bonus |
| 24+ hours | Full refund + credit | Full refund + bonus | Custom compensation |

# 4. Implementation Guidelines

Compensation is automatically triggered for outages exceeding defined thresholds. Manual review is required for:  
• Outages during peak business hours  
• Outages affecting mission-critical features  
• Repeated outages within 30-day period  
• Customer-specific impact assessments

# 5. Communication Requirements

During outages, customers must be notified:  
• Within 15 minutes of detection  
• Hourly updates during resolution  
• Immediate notification when resolved  
• Post-incident report within 24 hours  
• Compensation details within 48 hours