Service Outage Refund Policy

Policy ID: POL-001

Category: Service Outage

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Effective Date: July 11, 2025

Department: Customer Success

# 1. Policy Overview

This policy establishes guidelines for refunding customers affected by service outages. The policy ensures fair compensation based on outage duration and customer tier.

# 2. Refund Guidelines

Full refund for service outages lasting more than 24 hours. Partial refund for outages between 2-24 hours. No refund for outages under 2 hours unless customer is on premium plan.

# 3. Detailed Refund Matrix

|  |  |  |
| --- | --- | --- |
| Outage Duration | Standard Customers | Premium Customers |
| Under 2 hours | No refund | Service credit |
| 2-24 hours | Partial refund | Partial refund |
| Over 24 hours | Full refund | Full refund + credit |

# 4. Implementation

Service outage refunds are processed automatically when outages exceed the defined thresholds. Customer notifications are sent within 24 hours of outage resolution, and refunds are processed within 3-5 business days.

# 5. Escalation

Customers may escalate service outage concerns to management if they believe the refund policy was not properly applied. All escalations are reviewed within 48 hours.