



How to Submit SLA Credit Requests

Cogent offers two convenient ways to open a request for an SLA Credit Review ticket: send an email to support@cogentco.com and through our online portal, [eCogent](#).

Requests may be submitted once your service issue has been resolved and the related ticket is closed. Requests must be received no later than the 7th business day of the month following the outage. Example: If your outage was resolved on March 10th, your credit request must be submitted between March 10th and the 7th business day of April.

Each SLA Credit Review request must include the following:

- Requestor Name
- Contact Information
- Date and beginning/end time of the service impact
- Cogent Ticket Number for the event
- Brief description of the reported issue

EMAIL

SLA Credit requests can be submitted via email to support@cogentco.com, with a subject of “SLA Credit Review Request – CUSTOMER NAME” and the information noted above in the body of your email. If there are multiple submissions, you have the option to create an excel spreadsheet with the required information and attach to your email. Once the email is received, you will receive an auto response that provides you with the Ticket Number assigned to your SLA Credit Review request.

eCOGENT

SLA Credit requests can also be submitted through our online portal [eCogent](#). Once logged in, click the Submit Ticket button at the top of the page to open the ticket form and follow the step-by-step directions below:

A screenshot of the "Submit Ticket" form in the eCogent portal. The form is titled "Submit Ticket" and contains several input fields: "Order ID or NUA" with a search icon, "Support Area" with a dropdown arrow, "Subject" with a placeholder "Enter your subject", and "Message" with a placeholder "Please enter your message". At the bottom, there is a "Preserve Whitespace" toggle set to "No", an "Attachment (optional)" section showing "No file chosen" with a "Browse" button, and a list of accepted file types: .gif, .jpg, .png, .pdf, .txt, .log, .csv, .vsd, .doc, .docx, .xls, .xlsx. At the very bottom are three buttons: "Submit" (blue), "Cancel", and "Clear".

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1. **Order ID or NUA*** select the Order ID for the impacted service from the dropdown. If you're requesting SLA Credits for more than one Order ID, select only one here then include the others in the Message portion of the ticket submission; see #4 below.
2. **Support Area*** select 'Technical'. This will open another required option; **Incident Type**.
3. **Incident Type*** select "*Report Other Issue or Customer Requested Activity*"
4. **Message*** this area is freeform for you to enter all required information for each submission as noted below.
 - Date and beginning/end time of the service impact
 - Cogent Ticket Number for the event
 - Brief description of the reported issue.

If there are multiple submissions, you have the option to create an excel spreadsheet with the required information and upload it to the ticket.

EXPECTATIONS

The SLA Credit Review process goes through multiple approval levels.

The first level reviews the reported incident to against the Service Level Agreement to determine eligibility. Once completed, you will receive notification advising whether your request(s) were approved or declined.

Approved | if approved, your notification will confirm the approval - credit amounts are not determined at this level. Your request moves forward for final approval and will be reflected on an upcoming invoice. Please allow 2 – 3 billing cycles.

Declined | if declined, your notification will include the reason for the denial.

If at any time you have questions regarding your SLA Credit, send an email to support@cogentco.com with your SLA Credit Review ticket number in the subject, or log into eCogent and message us directly through your SLA Credit Review ticket.