**Service Credit Request Form (Enterprise Cloud 2.0)**

Customer hereby request credit for the Unavailability in accordance with the Enterprise Cloud Services Service Level Agreement as follows.

1. Customer’s Information

|  |  |
| --- | --- |
| Application date |  |
| Company name |  |
| Registrant Name |  |
| Name of the person completing the sheet |  |
| Contract number |  |
| Name of Affected Region |  |
| Email address |  |
| Telephone number |  |

2. Please fill in the following table.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Affected Menu  #Please specify ID of each menu  (ex)abc10f91-d041-4eee-a06f-ba5b0a1244r4 | Quantity | Time and date of Unavailability | Time and date of restoration | Total time of Monthly Downtime |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

3. Required documents

If available, please attach to this request form any information materials to confirm the fact of failure.

4. After completing the above Customer information, please attach the necessary documents and send to the email to our Sales Representatives in your region.