



# **LIGHTNING BOLT TECHNOLOGIES**

**TECHNOLOGY AT THE SPEED OF LIGHTNING**

## **SLA Credit request form**

**Account name** \_\_\_\_\_

**Account number** \_\_\_\_\_

**Circuit ID** \_\_\_\_\_

**SLA type of request** \_\_\_\_\_

**Best Person to contact on site** \_\_\_\_\_

**Contact phone number** \_\_\_\_\_

**Contact Email address** \_\_\_\_\_

**Date and time you 1<sup>st</sup> reported the issue** \_\_\_\_\_

**Date and time the issue was resolved** \_\_\_\_\_

Please complete this form, and fax it back to our support department @ 248-726-7015. Our support department will review your request, and provide you with a response within 45 days. Any credit approved will be reflected on the following invoice.

This section is for Lightning Bolt Personal only

TT# \_\_\_\_\_

1<sup>st</sup> report of issue \_\_\_\_\_ Issue resolved \_\_\_\_\_

Amount of credit granted \_\_\_\_\_ Granted by \_\_\_\_\_