

Claim package: Cloudflare CDN & Security

Incident: [Errors when uploading Custom Certificates](#)

1. The computation

Uptime this month	88.91%
Downtime this month	4,951 minutes
Threshold crossed	100% Uptime SLO: any outage minutes create a proportional credit.
Credit	up to 11.092%

Estimated credit (Business plan formula, assumes all your traffic was affected): 11.0920% of monthly spend.

Add `?spend=` to this page's URL with your monthly spend on CDN & Security to see a dollar figure.

2. The SLA clause

“1.1 100% Uptime. The Service will serve Customer Content 100% of the time without qualification. 1.2 Penalties. If the Service fails to meet the above service level, the Customer will receive a credit equal to the result of the Service Credit calculation in Section 6.”

<https://www.cloudflare.com/business-sla/> · verified 2026-07-09

Business plan only. 100% Uptime SLO; Service Credit = (Outage Period in minutes x Affected Customer Ratio) / Scheduled Availability in minutes (Sec 6.1), capped in aggregate at 1 month of cumulative fees per any 12-month period (Sec 5.3). Two-step claim process: notify Customer Support within 5 business days of the incident to preserve eligibility, then submit the full claim with evidence by the end of the following billing month. Enterprise plans use a different multiplier-based formula (10x or 25x), not seeded here.

3. How to file

Customer must notify Customer Support of the Incident using the procedures set forth by Company; to submit the Claim itself, Customer must contact Customer Support.

4. Evidence checklist

- Customer must provide to Customer Support all reasonable details regarding the Claim, including but not limited to, detailed descriptions of the Incident(s), the duration of the Incident, network traceroutes, the URL(s) affected and any attempts made by Customer to resolve the Incident, plus sufficient evidence to support the Claim

- This incident's page (linked above)
- A record from Cloudflare's own status page showing the incident
- Your account or resource identifiers for the affected service
- This computation (uptime, downtime minutes, credit percentage)

5. Deadline

File by Jul 31, 2026 (21 days remaining). (assumes billing month aligns with the calendar month)

Prepared with SLA Credit Watch by AllCaps Technologies.

SLA credits on cloud and SaaS are one clause in one category. The same leakage sits across every vendor contract: volume discounts, rebates, price protections, service credits, in IT, logistics, manufacturing, facilities, professional services. If you want to see what auditing every vendor invoice against the contract behind it surfaces, typically 3 to 8% of vendor spend, connect with AllCaps at allcaps.ai.