

# Claim package: Twilio Voice

Incident: Issues using Speech-to-Text when using DeepGram for ConversationRelay

Credit

10%

## 1. The computation

|                            |                                         |
|----------------------------|-----------------------------------------|
| <b>Uptime this month</b>   | 99.63%                                  |
| <b>Downtime this month</b> | 164 minutes                             |
| <b>Threshold crossed</b>   | Uptime fell below the 99.95% threshold. |
| <b>Credit</b>              | 10%                                     |

The credit owed is 10% of your spend on this service.

This incident contributed 164 minutes of outage to the month (month total: 164 minutes).

Add ?spend= to this page's URL with your monthly spend on Voice to see a dollar figure.

## 2. The SLA clause

"Application Programming Interface(s) Actual Monthly API Availability Percentage API Service Credit Services APIs Less than 99.95% 10%... To receive an API Service Credit, Customer must submit a request to Customer Support via <https://help.twilio.com>... within thirty (30) days from the last day of the calendar month."

<https://www.twilio.com/en-us/legal/service-level-agreement/twilio-apis> · verified 2026-07-09

Assumes the standard Twilio Services APIs / SendGrid Services API SLA (vendor-wide, all self-serve customers under the standard Terms of Service); a higher-threshold tier (99.99%) exists for customers on Twilio Administration/Enterprise Edition, not seeded here. Twilio Flex Critical Scenarios and the Segment Data Ingestion API carry separate SLAs and are out of tracked scope (Flex/Segment are not tracked catalog services).

## 3. How to file

Customer must submit a request to Customer Support via <https://help.twilio.com> (Twilio Services APIs) or <https://support.sendgrid.com> (SendGrid Services API), with 'SLA Claim' as the support ticket subject.

## 4. Evidence checklist

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- Submission must include: (a) 'SLA Claim' as the subject of the support ticket
- The dates and times of Unavailable Monthly API Time (calculated from <https://status.twilio.com> or <https://status.sendgrid.com>) or the failure to achieve a Successful Connection Rate
- Any documentation of the Unavailable Monthly API Time or failure to achieve a Successful Connection Rate
- This incident's page (linked above)
- A record from Twilio'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

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File by Sep 30, 2026

Days remaining

57

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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, use the optional AllCaps Technologies review form on the SLA Credit Watch eligibility page for the incident.