

# SLA & Deliverables – FAQ

**Q: Can I request a specific report format (e.g. DOCX)?**

A: Yes, upon request in Pro/Enterprise plans.

**Q: What happens if SLA is breached?**

A: You may request SLA credit or refund based on agreement.

**Q: Is real-time reporting supported?**

A: Only on Enterprise plans with API or integrated dashboard setup.

**Q: Can I extend the report retention window?**

A: Yes, request via portal under Settings → Retention Policy.

---

Revision #1

Created 26 June 2025 10:49:45 by Admin

Updated 26 June 2025 10:50:01 by Admin