

Our Service Level Commitment

Smartcomms[®] is a trading style of Smart Numbers Ltd

This Service Level commitment governs the use of services under the order terms between Smartcomms[®] and their customers.

To report a fault with your services:

Email: info@smart-numbers.net

Online: www.smart-numbers.net/contact-us/

Telephone: 03450 178 179 (9 am to 5 pm Monday to Friday)

We monitor communications during our business operation hours (9 am to 5 pm Monday to Friday excluding Bank Holidays in the UK). Calls outside these hours are directed to a 24/7 out-of-hours support team* (*Communications may be monitored outside of business hours)

During business office hours (Monday to Friday 9 am – 5 pm)

First-line response: For service-impacting faults reported by 4 pm, within 60 minutes of notification

Out-of-business hours

First-line response: For service-impacting faults reported outside of business hours, within 60 minutes of opening.

Our services are provided in good faith, and faults and network failures are resolved with the best endeavours.