



## Number People Service Level Agreement (SLA)

**Effective from:** 1st of October 2025

**Applies to:** All Number People 30-day prepaid communication services for Consumer and business customers.

### 1. Overview

This document outlines the service levels you can expect from **Number People** (“we”, “us”) for our prepaid communication services.

Because these are **30-day prepaid** services rather than long-term contracts, our approach to Service Level Agreements (SLAs) and Service Level Guarantees (SLGs) differs from that of fixed-term business contracts. However, we remain committed to providing a reliable and consistent service to all our customers.

### 2. Service Activation

We will use **reasonable endeavours** to activate your service promptly once your purchase and any required verification are complete.

If we are unable to activate your service on the confirmed date, we will inform you as soon as possible and take reasonable steps to complete activation.

**Service Level Guarantee:**

No compensation or guarantee applies for delays in activation for prepaid services.

### 3. Loss of Service

If you experience a **complete loss of the core functionality** of your prepaid communication service, we will use **reasonable endeavours** to restore service as quickly as possible.

We aim to resolve such issues within a reasonable timeframe, taking into account the nature and complexity of the fault.

Where a widespread issue affects multiple customers, we will publish service status updates on our support ticketing system status page.

**Service Level Guarantee:**

No compensation applies for prepaid service interruptions.

### 4. Pre-Agreed Appointments

Prepaid services are managed remotely.

As such, **on-site appointments** are not part of our prepaid service offering



**Service Level Guarantee:**

Not applicable — no on-site appointments form part of these plans.

## 5. Exclusions and Limitations

This SLA does not apply to, and we are not responsible for, issues resulting from:

- Customer misuse, neglect, or failure to maintain their own equipment or network configuration.
- Problems caused by third-party apps, devices, or networks (e.g. firewalls, routers, or international VoIP restrictions).
- Factors beyond our reasonable control, including **force majeure** events such as power outages, natural disasters, or civil unrest.
- Suspension or restriction of service due to non-payment, misuse, or breach of our Terms of Service.

## 6. Service Level Guarantees

For clarity:

- **No Service Level Guarantees** apply to activation, service restoration, or appointments for prepaid services.

## 7. Administrative Charges

Certain requests outside normal prepaid service management may incur an **administrative charge**.

Examples include:

- Account or number reactivation after inactivity
- Retrieval of historic call or usage records
- Number changes
- Premium or priority support requests

A full **Schedule of Charges** is available on our website at [www.numberpeople.co.uk](http://www.numberpeople.co.uk)  
We will always inform you of any applicable charges before proceeding.



## 8. Publication and Accessibility

This SLA is:

- **Published** on the Number People website at [www.numberpeople.co.uk](http://www.numberpeople.co.uk) in a clear, comprehensive, and accessible format.
- **Available** in alternative formats (e.g. large print, Braille, or electronic) on request, free of charge.

## 9. Contact Information

For any queries about your prepaid service or to report an issue:

**Phone:** 03333 444 211

**Email:** [support@numberpeople.co.uk](mailto:support@numberpeople.co.uk)

**Online:** [support.numberpeople.co.uk](http://support.numberpeople.co.uk)

## 10. Important Notes

As these are prepaid 30-day services, specific compensation mechanisms typical of long-term contracts do not apply.

Our focus is on providing reliable service for the duration of your prepaid period and resolving any issues efficiently.

We review and update this SLA regularly to reflect any changes in our services or regulatory requirements.