



SERVICE LEVEL AGREEMENT

FASTSMS provide premium UK Routed SMS credits and MMS / Reverse Billing platforms and Short Code Services to users across the board from small business / home users through to large corporations and local and central government.

All our messages are sent via UK networks using our UK hosted cloud configuration and are backed by an SLA guaranteed delivery level of 99.9%. The average delivery time per message is less than 10 seconds, depending on receiving network, which makes the system perfect for time critical applications.

Since its inception, reliability and service have always been two of our key aims. Many SMS systems route their messages through substandard overseas gateways at a reduced cost; however FASTSMS only sends its text messages via UK GSM gateways meaning it is reliable and predictable which in turn means we are able to offer the following guarantees of performance. We also include comprehensive delivery reports so you can see what happened to every single message you send - right up to the handset.

The key elements of our SLA are:

- Minimum uptime of web based FASTSMS control panel: 99.9%
- Minimum uptime of FASTSMS gateway: 99.9%
- Minimum throughput of system: 25 messages per second
- Average message sent time: 10 seconds
- Minimum success in message delivery: 99.9%

This excludes failures due to circumstances beyond our control.

Possible causes of failure include:

- Incorrect number format (must be country code followed by number without leading zero or any spaces) - e.g. +4477890123456 NOT 07789 123456
- Receiving network overloaded or broken down
- Receiving phone switched off
- Receiving phone's inbox full
- Non-existent number

NB: we will wherever possible investigate any failures. Please contact us on **0800 954 5305** or email helpdesk@fastsms.co.uk if you experience any problems.

What to do next...

- If you don't yet have a FASTSMS account and would like a no obligation trial of the FASTSMS system we will happily give you **10 FREE CREDITS** to start you off.

You can apply online for this free trial by visiting:

www.FASTSMS.co.uk/information

If you are ready to open an account now you can do so from as little as **£4.90 for 100 credits** by visiting:

<http://login.fastsms.co.uk/newaccount.php>

Alternatively, contact us for more information:

Phone: 0800 954 5305

Email: helpdesk@fastsms.co.uk

Text: 07797 800 902

Fax: 01527 557 122