



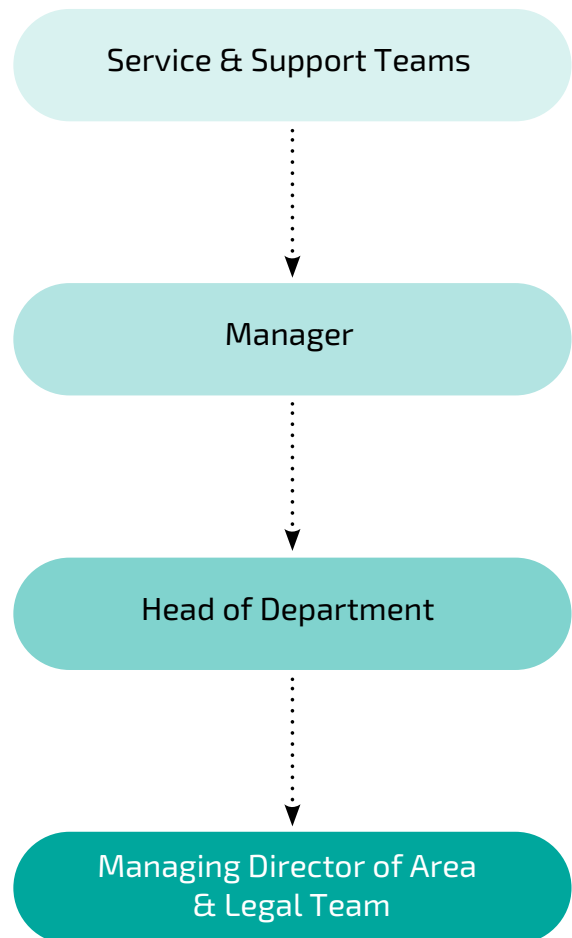
Complaints and Escalation Matrix

We are committed to providing a high-quality service. If you are unhappy with any aspect of our service, we encourage you to tell us so that we can investigate and put things right where possible.

Not every concern raised is a formal complaint. In some cases, an issue may be resolved through our escalation process without the need for a formal complaint investigation. Our Support Teams will assess your concerns and ensure they are directed to the relevant team for resolution.

We actively monitor customer feedback across multiple channels, including customer satisfaction (CSAT) surveys, Net Promoter Score (NPS) feedback, Trustpilot reviews, service escalations, complaints, and issue management processes. We use this information to identify trends, conduct root cause analysis, and drive continuous improvements to our products, services, and customer experience.

Customers with SIM Assist out-of-hours support may continue to use their usual support contacts to raise any queries. Please note that all escalations are routed through the same process, so you may choose to wait until normal business hours resume.



Contact information



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