



Hello, how can we help?

Welcome to Urbancoms Ltd

Here's your support contact number & e-mail address

Desk Based First Line Support

Main 020 8445 1599

Service 020 3553 1983

service@urbancoms.co.uk

Available during

Monday – Friday 8.30am – 6.00pm

Account Manager & Escalations

Joanna koushi

Office 020 8445 1599

Mobile 07917 330 760

E-Mail Joanna@urbancoms.co.uk

Billing Enquires

E-Mail accounts@urbancoms.co.uk

WE CAN HELP YOU WITH:

- Billing Queries
- Fault Registration
- Fault Management
- General Enquiries
- Change Of Address
- Payments
- New Line Installations

I CAN HELP YOU WITH:

- Account Management Queries
- Escalation Of Issues Outside SLA
- New Services & Consultation
- Account Review Meetings
- Any Other Support Requests

“Please remember”

Have your account number and any associated telephone numbers at hand when you are calling to ensure we can deal with your call as efficiently as possible. Any out of hours calls will be recorded and picked up by the first available agent the following working day

