

What happens when you contact us?

We understand the importance of providing you with a choice of convenient ways to get in touch. Here's the lowdown on how to reach out to us and what to expect when you do.

How to get in touch

	London	National
	020 7880 1000	Locations
	nationalcustomercare@citysprint.co.uk	nationalcustomercare@citysprint.co.uk
	Look for the LiveChat icon on our homepage	Look for the LiveChat icon on our homepage
	twitter.com/CitySprint_UK	twitter.com/CitySprint_UK
	www.citysprint.co.uk/contact-us	www.citysprint.co.uk/contact-us

[You can also email your local service centre using our locations lookup](#)

What you can expect:




Phone: If you prefer to pick up the phone, we aim to answer 80% of our calls within 20 seconds and let you know who you're talking to. Our team are available via the phone 24/7, 365 days of the year. If for any reason we are not able to deal with your enquiry in a reasonable time, we'll arrange a convenient time to call you back. Just to make sure that we're getting our conversations right first time, all calls are recorded for monitoring and training purposes.



Email: If you reach out by email, we'll aim to resolve your enquiry within 2 hours of receipt. If for any reason your email is going to take longer than 2 hours to resolve, we'll let you know who's looking after you, what we're doing and how long it's going to take.*



LiveChat: If you like instant messaging, look out for the LiveChat icon  on our website - a customer service operator will be on hand to help. If for any reason we are unable to deal with your enquiry quickly or if we need to speak to another team for you, we'll tell you how long we're going to be and arrange to contact you offline so we don't keep you waiting.*



Twitter: If you enjoy a good Tweet and contact us about a marketing campaign or have a general enquiry, we aim to reply in 3 hours. If you're contacting us about a competition, we'll confirm the result of any prize draws on Twitter once the competition has closed. If you Tweet about something else, we aim to reply in 2 hours and ask you to direct message us so that we can take some more details. When we've got the information we need, we'll let you know who's looking after you, what's happening and when.*



Website: Don't have time to talk to us right now? No problem, click on 'Contact Us' on our homepage, select the form that's right for you and submit your details in a few clicks. We'll direct your contact to the most appropriate team who'll aim to respond within 2 hours. If we can't resolve your enquiry in this time, we'll let you know who's looking after you and when to expect to hear from us.*

If things didn't go to plan and you want to tell us about it, click here (www.citysprint.co.uk/complaints-process) to find out more about our complaint process and response times.

* These times apply during our operating hours of 07:00-19:00 Monday to Friday, excluding public holidays