The Cosmic SMS Service Level Agreement

Version 1.3 — Last Revision 07/07/2026. Replaces version 1.2 (26/09/2024).

1. Introduction and scope

Cosmic SMS provides business text-messaging services through web-based and API solutions. This SLA defines our service commitments, performance standards and support arrangements, aligned with ISO 27001 principles. It applies to:

- SMS transmission through the Cosmic SMS API and web portal.
- Support services provided as part of the standard package.
- Data security and availability measures for customer operations.

2. Availability and performance

Uptime commitments:

- Web portal availability: 99.9%.
- API service availability: 99.9%.

Throughput and delivery:

- Minimum message throughput: 80 messages per second.
- Average message delivery time: 5 seconds.
- Inbound SMS processing time: 5 seconds.

3. Exclusions

Delivery failures or delays caused by third-party factors are excluded, including:

- Mobile network failures.
- Non-existent or unregistered recipient numbers.
- Recipient device issues (memory full, switched off, out of coverage).

4. Support

- Hours: Monday–Friday, 9:00am–5:00pm (excluding public holidays).
- Telephone: +44 (0) 20 7183 9065.
- Email: support@cosmicsms.com.
- Response time: within 24 hours, with progress updates every 8 hours until resolution.

5. Security commitments

Data protection measures aligned with ISO 27001 and our published Information Security Policy, including:

- Encryption of data in transit and at rest.
- Regular security audits and vulnerability assessments.
- Secure authentication for access to services.

Our infrastructure is built on AWS with high redundancy. Scheduled maintenance does not impact service availability, and backup and recovery measures ensure minimal downtime during incidents.

6. ISO 27001 alignment

- Access control — restricting system access to authorised personnel.
- Incident management — timely detection, reporting and resolution.
- System redundancy — continuous availability during failures or maintenance.

- Customer communication — keeping clients informed about major incidents or planned downtime.

7. Relationship with the Terms and Conditions

This SLA operates in conjunction with the Cosmic SMS Terms and Conditions (version 2.0), which govern liability and remedies — see clause 17 of the Terms. Changes to this SLA will be communicated with a minimum of 30 days' notice.

8. Feedback

Customer feedback is integral to our service development, and we welcome suggestions to improve this SLA and our services. Contact: info@cosmicsms.com.