

Service Definition



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IDEAL POSTCODES SERVICES

A UK postcode and address lookup service. We provide complete solutions to retrieve, query and clean addresses. Technical integration is simple and fast using our web API. We use Royal Mail's Postcode Address File, the most complete database in the UK. Data is updated daily.

FEATURES

- UK address search and validation using Royal Mail's PAF®, Ordnance Survey UPRN and Rooftop Geolocation, OSNI database
- [Address Validation](#) and [Postcode Lookup](#) for web address forms and internal applications
- [Address Cleanse](#)
- [Address Database](#)
- [UPRN lookup](#) and [rooftop accurate geocoding](#)
- Location biasing
- [Fuzzy Matching](#)
- Custom [platform integrations](#) available upon request
- [Simple API and documentation](#)
- Easy to integrate with guides and live developer chat
- Technical assistance for onboarding
- Flexible licensing
- Premium Support and support SLA available
- 99.99% uptime and real time [status page](#)
- [Screen reader compatibility](#)
- Online Account Dashboard
 - Manage account and create API keys
 - Manage and review agreements
 - Retrieve invoices and enable forwarding
 - Access and download usage reports

ADDITIONAL DATASETS

MULTIPLE RESIDENCE

Multiple residences in the UK are sub-premises situated within multiple occupancy buildings. These premises have a shared delivery point that belongs to a parent premise listed on the Postcode Address File (PAF). There are more than 800,000 multiple residences in the UK.



NOT YET BUILT

The Not Yet Built (NYB) dataset is outside of the standard Postcode Address File (PAF). It lists residential and commercial premises that are under construction or in the planning stage. There are more than 500,000 Not Yet Built premises in the UK.

UNIQUE PROPERTY REFERENCE NUMBER (UPRN)

The UPRN is an individual numeric value for every addressable property. Each address can be accurately identified using the UPRN and organisations use this to can link records, exchange and keep their data consistent in any internal tools.

ORDNANCE SURVEY NORTHERN IRELAND (OSNI)

Rooftop geocodes and UPRN for Northern Ireland.

EIRCODE

Eircode includes two datasets: Eircode Address File (ECAF) and Eircode Address Database (ECAD).

ECAF is the base reference containing 2.2 million address points and ECAD contains additional data such as geo-coordinates, aliases and other boundary data and building information.



SUPPORT

Our team and technical developers are available to assist with any account, billing, licensing or integration queries. We are available by phone, email and chat.

SUPPORT HOURS

We are available for general queries on Monday to Friday 9am to 5pm, excluding UK holidays.

Our support channels are monitored 24/7/365 for critical issues such as Production System Down or System Impaired events.

Clients subscribed to our Premier or Enterprise support plans are eligible for support SLAs and receive a dedicated inbox for priority support requests.

PREMIUM SUPPORT

For additional technical assistance or account support, we offer a premium support package. Additionally, our team will help with architected solutions and integration, and transition from your current workflow.

This package is available for an additional fee. 24/7

ENTERPRISE AGREEMENTS

We offer special support services for organisations who need additional resources to get set up. This package includes all benefits in the premium support package, with a custom Service Level Agreement.

ONBOARDING

We can provide technical advice via phone, email or live chat to find the best solution for specific use cases. An account manager or support agent will also be available to assist in any account or licensing related enquiry.

ORDERING AND INVOICING

Ordering can take place via email, phone or on our web dashboard. You may request an invoice for a specific solution via any of our support channels.



SERVICE LEVELS

SERVICE LEVEL AGREEMENT

We provide 99.99% uptime guarantee. If we fall short on our commitment, we will issue a credit note.

Uptime Service Level	Service Credit
< 99.99% but $\geq$ 99.5%	25%
< 99.5% but $\geq$ 99.0%	50%
< 99.0% but $\geq$ 95.00%	70%
< 95.0%	100%

BUSINESS CONTINUITY AND RECOVERY

All our internal services, including application and database services, are replicated over at least one additional replica node. They can be scaled elastically with load and automatically failover in the event of machine failure or host shutdown.

Our current and historical availability is covered at status.ideal-postcodes.co.uk



CONTACT INFORMATION

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UK address search and validation
solutions made simple

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