Service Definition

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EPOSTCODE SERVICES

A comprehensive UK postcode and address lookup service designed for modern businesses. We provide robust solutions to retrieve, query, and cleanse address data with precision. Technical integration is streamlined and efficient using our RESTful web API. We utilize Royal Mail's Postcode Address File (PAF®), the most authoritative database in the UK, ensuring daily data updates for maximum accuracy.

Features

- **UK Address Search & Validation:** Powered by Royal Mail's PAF®, Ordnance Survey UPRN, and Rooftop Geolocation.
- **Address Validation & Postcode Lookup:** Essential for optimizing web address forms, checkout processes, and internal CRM applications.
- **Address Cleanse:** Automated tools to correct and format existing address databases.
- **UPRN Lookup:** Unique Property Reference Number integration with rooftop accurate geocoding.
- **Location Biasing:** Smart search results prioritized by user location.
- **Fuzzy Matching:** Intelligent algorithms to handle typos and partial inputs.
- **Simple API & Documentation:** Developer-friendly resources with clear guides and live chat support.
- **Flexible Licensing:** Scalable options suitable for startups to enterprise-level organizations.
- **High Availability:** 99.99% uptime guarantee with a real-time status dashboard.
- **Accessibility:** Full screen reader compatibility for inclusive user experiences.
- **Online Account Dashboard:**
  - Manage accounts and generate secure API keys
  - Review and accept service agreements
  - Access billing history and configure invoice forwarding
  - Download detailed usage reports for analysis

Additional Datasets

Multiple Residence

Multiple residences in the UK refer to sub-premises located within multiple occupancy buildings. These premises share a delivery point belonging to a parent premise listed on the Postcode Address File (PAF). Our dataset covers over 800,000 multiple residences, ensuring granular delivery accuracy.

Not Yet Built (NYB)

The Not Yet Built dataset extends beyond the standard PAF, listing residential and commercial premises currently under construction or in planning stages. This vital dataset includes over 500,000 new build premises across the UK, essential for utility and service planning.

Unique Property Reference Number (UPRN)

The UPRN is the definitive unique identifier for every addressable property in the UK. By anchoring data to UPRNs, organizations can link disparate records, facilitate data exchange, and maintain data consistency across internal systems with absolute precision.

SUPPORT

Our dedicated team of support specialists and technical developers is available to assist with all inquiries regarding accounts, billing, licensing, or API integration. We offer support via phone, email, and live chat to ensure your success.

Support Hours

General inquiries are handled Monday to Friday, 9am to 5pm, excluding UK public holidays.

Critical infrastructure is monitored 24/7/365 to detect and resolve issues such as Production System Down or System Impaired events immediately.

Clients on Premier or Enterprise support plans benefit from enhanced SLAs and access to a dedicated priority support channel.

Premium Support

For complex integrations or critical account management, we offer a Premium Support package. This service provides architectural guidance, migration assistance from legacy workflows, and deeper technical consultation.

This package is available for an additional fee.

Enterprise Agreements

We provide tailored support structures for large organizations requiring specific compliance or resource allocation. The Enterprise package encompasses all Premium Support benefits, along with custom Service Level Agreements (SLAs) designed to meet specific business continuity requirements.

Onboarding

We offer technical consultation via phone, email, or chat to determine the optimal solution for your specific use case. Dedicated account managers are available to guide you through account setup, licensing configuration, and initial deployment.

Ordering and Invoicing

Orders can be placed directly via our web dashboard, email, or phone. Invoices for specific solutions or custom license terms can be requested through any of our support channels.

SERVICE LEVELS

Service Level Agreement (SLA)

We stand by the reliability of our platform with a 99.99% uptime guarantee. In the unlikely event we fail to meet this commitment, service credits will be issued as follows:

Uptime Service Level	Service Credit
< 99.99% but ≥ 99.5%	25%
< 99.5% but ≥ 99.0%	50%
< 99.0% but ≥ 95.0%	70%
< 95.0%	100%

Business Continuity and Recovery

Our infrastructure is designed for resilience. All internal services, including application servers and databases, are replicated across multiple availability zones. Our architecture supports elastic scaling to handle load spikes and automatic failover mechanisms to maintain service continuity in the event of hardware failure or host termination.

Current system status and historical uptime metrics are publicly available at status.epostcode.com.

CONTACT INFORMATION

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UK address search and validation solutions made simple

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applied intelligence

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