

Here To Help

If you are in any doubt about which department to contact,
call the **HUB** on **0844 879 1702 Opt1**.
www.custodianmonitoring.com



Sales HUB



Sales Office

- New and existing contracts
- Installer sales enquiries
- Tender support

Opening Hours:

Monday - Friday 08:30-17:00

☎ 0844 879 1702 Opt 1

✉ custodian@smc-net.co.uk

For your regional Custodian sales contact:

Please visit:
www.custodianmonitoring.com/contact

Operations



Alarm Receiving Centre

Alarm dispatch, event handling, service calls, inbound call assistance, emergency out of hours call handling and site testing

Opening Hours:

24/7

☎ 0844 879 1703

✉ csm-nott@smc-net.co.uk

Operation Contacts:

Duty Team Leader - Ext 1101/1146

Administration



Help Desk

Administration assistance on orders, data changes, SmartPAC, cancellation, commissioning

Opening Hours:

Monday - Friday 08:30-17:00

☎ 0844 879 1704

Orders:

✉ orders@smc-net.co.uk

Schedules:

✉ schedules@smc-net.co.uk

URNs

✉ urn@smc-net.co.uk

Cancellations

✉ cancellations@smc-net.co.uk

For everything else

✉ data-changes@smc-net.co.uk

TOUCH Help Desk



For all your TOUCH needs

☎ 0844 879 1712

✉ touchhelpdesk@smc-net.co.uk

Credit Control



For any queries relating to invoicing

☎ 0800 028 3082

✉ collections-cmrs-uk@smc-net.co.uk

Mentor



For all queries relating to CASH

☎ 0844 879 1690

✉ sales@mentorbs.com

RVR



For all queries relating to CCTV

☎ 0844 879 1007

✉ rvr-sales@smc-net.co.uk



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