Emergency Callouts.

We understand the importance of emergency situations and the need for rapid action. We prioritise our customers well-being and satisfaction, and as a result, our team is committed to providing timely support whenever possible. We also recognise that some scenarios may emerge that require the immediate involvement of our Technical Team.

While we endeavour to retain complete control over all elements of our products and services, unforeseen issues or external circumstances may develop, resulting in situations beyond our control. Natural disasters, extreme weather conditions, power outages, infrastructure failures, and unforeseen software faults are examples of such events.

In such cases, it is crucial to rely on the expertise and efficiency of our Technical Team to address the challenges effectively. If you do require immediate assistance from one of technicians, this will fall under the 'emergency callout' pricing structure below.

Remote Programming/Assistance.

Any remote programming/assistance that you require will be handled using a unit based principle. In summary, each unit is charged at £80.00 + VAT and is the equivalent of 15 minutes remote support from our Technical Team.

Emergency On-Site Engineering.

If your request requires an emergency on-site engineering visit, this will be charged as follows:

Monday - Friday

- First hour: £400.00 + VAT
- Every hour thereafter: £130.00 + VAT
- Maximum daily charge: £1,100.00 + VAT

Weekends & Bank Holidays

- First hour: £800.00 + VAT
- Every hour thereafter: £260.00 + VAT
- Maximum daily charge: £2,200.00 + VAT

At the point that the hourly rate exceeds the cost of the maximum daily rate, the maximum daily rate is applicable. If any additional equipment and/or materials are required to complete the work successfully, these will have been quoted and agreed prior to the engineers visit. The above costs are based on a single engineer. On the occasions that more than one engineer is required to complete the work, the above rate, on a per engineer basis, is applicable.

Submitting Your Request.

There are 3 ways to discuss your requirements with our Technical Team.

If you need assistance, you can call us on 0330 211 1183 and press option 3 to speak directly with a member of the team. Alternatively, you can create a service ticket by emailing service@fonetech.uk where your request will be reviewed and assigned to the most suitable engineer. You can also contact us via WhatsApp by adding our office number (0330 211 1183) to your mobile contacts and sending us a message, ideal for quick queries, sharing photos of faults, or getting updates on existing tickets.