

### **Remote Programming/Assistance.**

We allow unlimited remote programming changes for an entire month from the day your telephone system installation has been completed. Once that first month has ended, any remote programming/assistance that you require will be handled using a unit based principle. In summary, each unit is charged at £40.00 + VAT and is the equivalent of 15 minutes remote support from our Technical Team.

### **On-Site Engineering.**

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

#### **Monday - Friday**

- First hour: £200.00 + VAT
- Every hour thereafter: £65.00 + VAT
- Maximum daily charge: £550.00 + VAT

#### **Weekends & Bank Holidays**

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

### **SmartVoice - Professional Phone System Messaging.**

With SmartVoice, you can easily create and manage all your phone system messages. From voicemails and auto attendants to on-hold marketing. Our AI technology ensures your communication with customers is always clear, professional, and consistent.

With over 450 voice artists and 8000 soundtracks to choose from, you can quickly and easily create professional phone system messages that keep your customers informed about your products and services while they wait. Click here for more information: [Marketing on Hold.](#)

### **Ad-Hoc Phone System Messaging.**

If you'd like to opt for ad-hoc payments for your phone system messages, please refer to the pricing details below:

- £65.00 + VAT per message (up to 200 words), which includes professional recording, upload to your phone system, and any required adjustments.
- £50.00 + VAT per message, if you provide a pre-recorded message.

### **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, which means all of the costs outlined above are doubled.

### **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](mailto: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.