

**Key Information.**

As we provide a wide range of products, from various suppliers across the UK, our fault fix times can differ depending on the products and services you we supply you.

We would always encourage our customers to log faults via our ticketing system, as this will provide you with the best response/resolution times. That said, we have a technical team that are more than happy to support you via the telephone if you would prefer that method of communication.

Reporting a Fault by Telephone.

Our phone lines are open between 8:30am and 5:00pm, Monday - Friday. Outside of our office opening times, you can still contact us via the telephone, but you'll be diverted to our out of hours team and therefore the answering time may slightly increase.

If you are reporting a fault via the telephone, our Technical Team will do their utmost to deal with your enquiry right there and then. Our statistics show that 58.2% of customer requests are dealt with over the phone at the first time of asking.

If your enquiry requires further investigation by the Technical Team, a service ticket will be logged and your request will be given a priority level. It'll be allocated either priority 1, 2 or 3, dependent on the severity of the fault. You'll be made aware of the priority level during the call.

Reporting a Fault Using Our Ticketing System.

You can report a fault via our ticketing system 24/7/365. Simply email service@fonetech.uk with your company name in the subject box and your enquiry within the main body of the email.

Your enquiry will then be allocated to one of our Technical Team, who will do their utmost to deal with your enquiry right there and then. Our statistics show that 74.8% of tickets raised are worked on within 45 minutes of being uploaded.

If your enquiry requires further investigation by the Technical Team, a service ticket will be logged and your request will be given a priority level. It'll be allocated either priority 1, 2 or 3, dependent on the severity of the fault. You'll be made aware of the priority level via email.

Response Times.

Our main focus has always been to provide our customers with the best levels of support and care. With that in mind, whether you're ticket is assigned priority 1, 2 or 3, we will always endeavour to provide a resolution ASAP. During busy periods, we aim to be working on your ticket within 48 hours (priority 3), 24 hours (priority 2), and 1 hour (priority 1).

Submitting Your Request.

There are 2 ways to discuss your requirements with our Technical Team.

Call us on **0330 211 1183** and press option 2 for the Technical Team, or alternatively, you can create a service ticket by emailing us at service@fonetech.uk and your request will be reviewed and assigned to the most suitable engineer.