

Emergency On Site Engineering Cost Guide

If your request requires an urgent on site engineering visit, the following emergency rates apply.

Monday to Friday

The first hour is charged at £400.00 + VAT.

Each additional hour is charged at £130.00 + VAT.

The maximum daily charge is capped at £1,100.00 + VAT.

Weekends & Bank Holidays

The first hour is charged at £800.00 + VAT.

Each additional hour is charged at £260.00 + VAT.

The maximum daily charge is capped at £2,200.00 + VAT.

If the total hourly cost reaches the value of the daily cap, the maximum daily rate will automatically apply. These rates are based on a single engineer attending. On occasions where more than one engineer is required, the same rates apply per engineer. Any additional equipment or materials needed to complete the work will always be quoted and agreed in advance before a visit takes place.

Emergency Callouts

We understand that emergency situations require fast action and clear communication. Our priority is always the wellbeing of our customers and the stability of their systems, which is why our team is ready to respond quickly when urgent issues arise.

While we aim to maintain full control over the services we provide, there may be occasions where unexpected events occur that are outside of our control. This can include power outages, infrastructure failures, extreme weather conditions, software faults or other unforeseen circumstances.

In situations where immediate support is required, assistance will fall under the emergency callout pricing structure outlined above, ensuring the fastest possible response from our Technical Team.

Submitting Your Request

There are several simple ways to get in touch with our Technical Team to discuss your requirements.

You can call us on **0330 221 1183** and select option 3 to speak directly with a member of the team. Alternatively, you can email service@fonetech.uk to raise a support ticket. Your request will be reviewed and assigned to the most suitable engineer as quickly as possible.

You can also contact us via WhatsApp by saving our office number to your mobile and sending a message. This is ideal for quick questions, sharing photos of faults, or requesting updates on existing tickets.

Remote Programming & Assistance

Any remote programming or assistance required under an emergency support scenario is handled on a unit based approach. Each unit is charged at £80.00 + VAT and is equivalent to 15 minutes of remote support from our Technical Team. This provides a clear and flexible way to access technical help when it is needed most.