

Engineering Cost Guide

Our Support & Assistance Explained

We are committed to making support simple, clear and accessible whenever you need us. Whether you require a small adjustment, technical help or a site visit, our team is here to assist and will always explain any costs in advance so there are no surprises.

Remote Programming, Training & Assistance

From the day your telephone system installation is completed, we provide unlimited remote programming changes for the first full month. This allows time for any tweaks, refinements and adjustments as your team settles into the new system.

After this initial period, any further remote programming, staff training or assistance is handled on a unit based approach. Each unit is charged at £40.00 + VAT and is equivalent to 15 minutes of remote support from our Technical Team. This keeps things fair and flexible, allowing you to only pay for the time you need.

On Site Engineering

If your request requires an engineer to attend site, the following rates apply.

Monday to Friday

The first hour is charged at £200.00 + VAT.

Each additional hour is charged at £65.00 + VAT.

The maximum daily charge is capped at £550.00 + VAT.

Weekends & Bank Holidays

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.

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.

SmartVoice Professional Phone System Messaging

SmartVoice allows you to easily create and manage all of your phone system messaging, including voicemails, auto attendants and on hold marketing. The platform uses AI driven technology to help ensure your messages sound clear, professional and consistent for every caller.

With access to more than 450 voice artists and over 8,000 soundtracks, you can quickly produce high quality recordings that keep customers informed about your services, promotions and key updates while they wait.

Ad Hoc Phone System Messaging

If you prefer to pay for messages as and when you need them, we offer simple ad hoc pricing.

A professionally recorded message of up to 200 words is charged at £65.00 + VAT and includes recording, upload to your phone system and any necessary adjustments. If you already have a pre recorded message that simply needs uploading, the cost is £50.00 + VAT per message.

Emergency Callouts

We understand that some situations require immediate action. While we always aim to keep everything running smoothly, there may be occasions where urgent support is needed due to unexpected issues such as power outages, infrastructure faults, extreme weather or software failures.

If you require immediate assistance from one of our technicians, this will fall under our emergency callout structure. In these situations, all of the standard on site engineering rates outlined above are doubled to reflect the priority response and out of hours nature of the work.

Submitting Your Request

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

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.