

Our Support & Ticketing System Explained

Providing outstanding support is one of our core values. We know how important it is that when something needs attention, you can get hold of us quickly and easily. Our ticketing system is designed to make that simple. It ensures your request is logged correctly, prioritised properly, and allocated to the right engineer without unnecessary delay.

Logging a Support Ticket

There are two straightforward ways to contact us. You can log into your account and follow the support instructions, or you can email service@fonetech.uk with your company name in the subject line and a clear description of your request in the body of the email. Once received, your ticket is automatically assigned to the engineer best placed to help, ensuring you get the right expertise as quickly as possible.

Remote Programming Requests

For the first month following your telephone system installation, we include unlimited remote programming changes. This gives you time to fine tune call flows, greetings, and system settings while your team settles in. After the first month, remote changes are handled on a unit basis. Each unit is charged at £40 plus VAT and is equivalent to up to 15 minutes of remote support from our Technical Team. This keeps things flexible while remaining transparent and fair.

Chargeable Requests

Some changes fall outside standard support and are classed as chargeable requests. This would typically include adding or amending system messages, programming additional handsets, or making structural changes to your communications setup. If you are ever unsure whether something would be chargeable, simply ask. We will always explain clearly before carrying out any work.

Solution Faults

If something stops working due to a fault outside of your control, this will never be treated as a chargeable request. You will only ever be charged where a request falls into the chargeable category explained above. If it is a genuine fault, we fix it.

Software Assurance

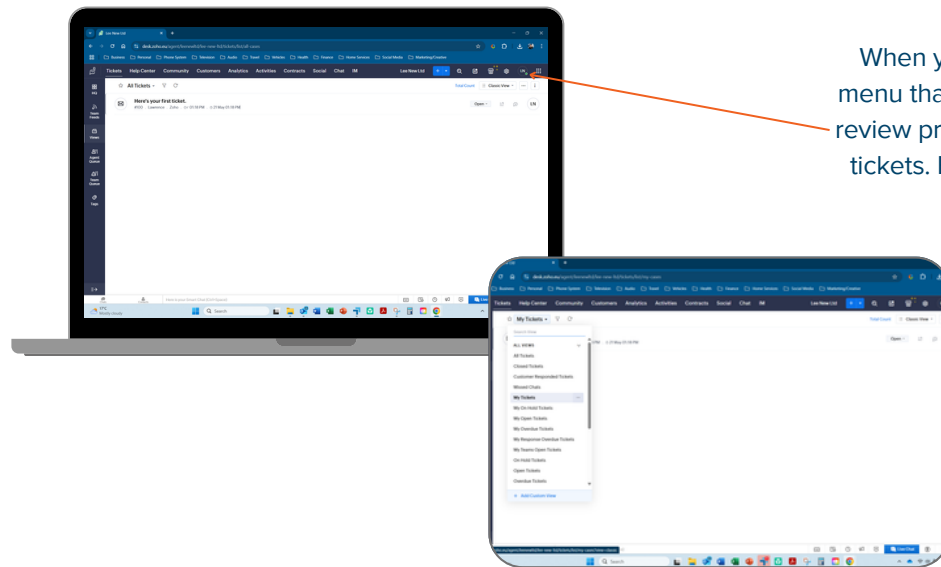
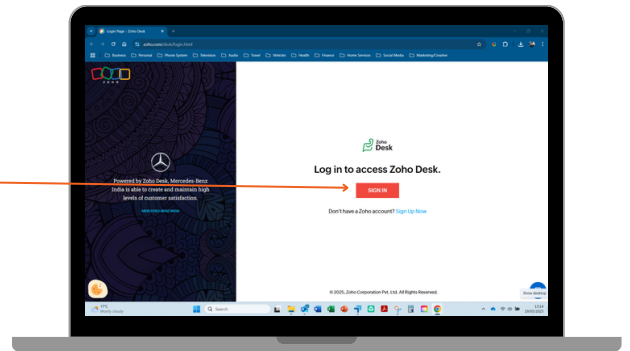
If you have Software Assurance in place, this includes two support units per month, equivalent to 30 minutes of remote support from our Technical Team. These can be used for call routing adjustments, reprogramming existing handsets, or minor configuration changes. It provides ongoing flexibility and peace of mind without unexpected costs.

If you would ever like clarity on how support works, or would like to review your current support setup, we are always happy to talk it through.

Creating and Managing Your Support Tickets

The easiest way to create, update, and manage your service tickets is by setting up an online account. This gives you full visibility of your requests and allows you to track progress at any time. Using the portal ensures your request is logged correctly, tracked efficiently, and picked up by the right member of our team without delay.

To get started, visit [Zoho Desk](#) and click “Sign Up Now”. Complete the required details and you will receive an email confirming your account has been created. Once registered, you can log in at any time to view your open tickets, check updates from our engineers, and manage your support history in one place.



If you need to raise a new support request, simply click the “Add Ticket” button at the top of the page. You will be prompted to enter a subject and a clear description of your request. There is also the option to upload supporting documents or images if needed, which can often help us resolve things more quickly.

